User Manual
Netviewer Meet

Version 6.3 June 2011

netviewer meet

by CITRIX

Contents

About this user manual

The User Manual for Netviewer Meet is intended for use by moderators who use the moderator program to prepare, start, and direct a Netviewer session. Procedural descriptions of a session and Netviewer functions are primarily from the moderator's perspective.

Many Netviewer functions are the same for all users, whether participant or moderator. The User's Manual will always inform you whether a function is available for all session partners or only for the moderator.

Descriptive conventions in the User Manual

Step-by-step directions are always numbered.

Example:

1. Click on the *New* button.
2. Enter a topic for the session.
3. Enter when the session will begin and how long it will last.

Operational elements found in the user interface (such as buttons, dialog titles, or options) are italicized in the text when these refer to specific instructions or references.

Example:

- To deactivate event mode, deactivate the *Hold a session in Event mode* option.
- In the *Application selection tray*, you can select the applications that Netviewer will transfer to the session partners.

Keys on your keyboard are surrounded with brackets.

Example:

- To switch to another screen, use the key combination [Ctrl] + [Alt] + [S].

Notices for operating Netviewer (such as warnings, special tasks) are followed by an exclamation point.

Useful tips for operating Netviewer are labeled with a light bulb symbol.

Navigating through the User Manual

When reading the User Manual on your screen with Acrobat Reader, a variety of navigation functions are available.

Click on the respective bookmark to move directly to a particular chapter. Click on the *Bookmarks* frame on the left side of your screen. From there you can jump directly to the desired chapter.

Press the [Ctrl] + [F] key combination to search for specific words in the Acrobat file. For example, if you would like more information on usage statistics, enter the words "usage statistics" in the search field. This will allow you to view every location where the words "usage statistics" appear.

About Netviewer Meet

Netviewer Meet enables you to hold online sessions with multiple participants. The session partners can show each other documents or applications, jointly edit documents, and communicate with each other in several ways. Examples of areas where Netviewer Meet is useful are meetings, training, or presentations.

Two roles always participate in a Netviewer session:

- the moderator who organizes, opens, and directs the Netviewer session
- a participant who enters a session that has already started The number of participants who can participate in a session depends on your product variation.

Neither the moderator nor the participants must install or configure any software. To start a Netviewer session, both sides need only an Internet connection and the Netviewer program, which is available immediately without installation:

- The moderator uses the Netviewer Meet moderator program that he or she has licensed from Netviewer.
- The participants use a nonlicensed participant program that they can obtain from the moderator's web site or other source.

The main function of Netviewer is to transfer a user's screen to another computer, known as desktop sharing.

When you start a Netviewer session as moderator, you initially show your own screen. You are in the so-called Show mode.

The participants see on their own screens a depiction of your complete desktop. They are in Watch mode.

If you (the moderator) would like to reverse the roles during the session, simply grant one of the session participants the right to display his screen.

You can also grant a session partner remote-control rights. Remote control makes it possible to control a session partner's computer with mouse and keyboard entries.

As the moderator, you also have access to a variety of administrative tools for session planning and user administration.

During a Netviewer session, both moderator and participant benefit from functions in the Netviewer Control panel, such as video and audio transmissions, file transfer, etc.

We hope you enjoy using Netviewer Meet!

Setting up Netviewer

System requirements

The following are required to use the moderator and participant programs:

- computer with Windows 2000, XP, Vista, Windows 7; Server 2000, 2003, 2008-R2 (support of 32-bit and 64-bit versions of Windows)
- Internet access (can be through proxy) with any browser
- processor speed at least 1 GHz, when using Voice over IP function at least 2 GHz
- at least 1 GB RAM
- attached and properly installed webcam (when using video function)
- headset (when using VoIP function)
- at least DirectX 8.1 (when using VoIP and video)
- Adobe FlashPlayer 9.028 or higher when using Netviewer Meet Web client.

If your system does not fulfill the requirements described above or if your audio, webcam, and graphics drivers are not up-to-date, you may experience functional limitations in the Netviewer applications.

Helpful tips before the first session

Netviewer Meet requires no configuration or installation before initial use. You can start immediately after receiving the software components from Netviewer.

However, the following information will increase efficiency and help simplify use of Netviewer for the moderator and the participants.

On the moderator side

Distributing the moderator program

The people in your organization who will be permitted to establish a Netviewer session will require the Netviewer Meet moderator program (Netviewer_Meet.exe).

You can start the Moderator program anywhere and at any time from the MyNetviewer Customer Portal (https://my.netviewer.com). The most current version of the program is always stored here.

Alternatively:

Either store the moderator program at a centralized location (like on the network) or distribute it to the authorized persons.

Placing a link to the moderator program on the moderator's desktop enables rapid access.

Distributing login data

Login data protects the moderator program from unauthorized access. Upon starting, Netviewer asks the moderator to provide his or her login data for authentication and authorization. The user must provide the proper e-mail address and password.

Each user specifies his or her own login data when registering in the MyNetviewer customer portal.

Named User Licenses

In order to utilize the full number of named-user licenses purchased from Netviewer, you must enter the appropriate number of users in user administration and assign them to a contract.

On the participant's side

Provide access to the participant program

The participants you would like to invite to a session require the Netviewer Meet participant program (NV_Meet_Participant.exe).

You have access to the Participant program in the MyNetviewer customer portal. You can provide the Participant program to others in the following ways:

- Via the Netviewer WebStarter, which you integrate into your website as an iFrame
- as a download on your own website
- in another way, such as an e-mail
- as a download from www.netviewer.com, which always contains the most recent version of the participant program.

Compatibility with the moderator program

In most cases, every Netviewer Meet participant program will be compatible with your moderator program. The Netviewer moderator programs of version 6.0 or higher are compatible only with versions later than 6.0 of the participant programs and vice versa. The latest programs are available at www.netviewer.com.

Functional settings in the participant program always adapt to the moderator program. For example, if a function is hidden in the moderator program, it will also be unavailable in the participant program.

Netviewer plug-ins

Netviewer plug-ins are useful for users who would like a quick and easy way to start Netviewer from other applications. Once you have installed the plug-ins, you will be able to start or participate in a Netviewer session directly from Microsoft Excel, for example, with just a simple click.

Netviewer plug-ins are available for the following applications:

- Windows Explorer
- Microsoft Office (Microsoft Outlook, Word, Excel, PowerPoint)
- Expanded Microsoft Outlook plug-in for planning appointments
- Lotus Notes
- Microsoft Internet Explorer
- Mozilla Firefox

Please note that Netviewer must be installed on the computer in order to use the Netviewer plug-ins. Local administrative rights are therefore also needed.

Installing the plug-ins

The first time the moderator program is used, a dialog box will appear that will allow you to start installation of the Netviewer plug-ins. Depending upon the configuration, the dialog box will appear either before the session starts or after the session is over.

1. Click on *OK* to start the installation wizard.
2. Follow the installation wizard's instructions.

Or you can begin installation of the plug-ins at any time by going through the *About* tray in the Control Panel.

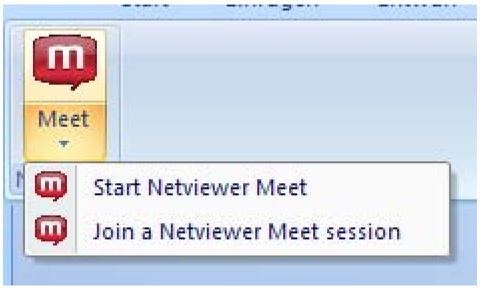
1. In the *About* tray, click on *Install Netviewer*.
2. Follow the installation wizard's instructions.

During the installation process you can choose the applications in which the plug-in will be installed. After installation is complete, the Netviewer menu will appear in these applications.

Using plug-ins

Proceed as follows if you are working in one of the supported applications (such as Microsoft PowerPoint) and would like to spontaneously start a Netviewer session or participate in a session that has already begun:

- Click on the Netviewer icon in the opened application to start the moderator program, or go to the *Netviewer Meet* menu and select *Start Netviewer Meet*.



- To start the participant program, select *Join a Netviewer Meet session*.

The subsequent steps required to establish a session are described in chapter "Establishing a session with Netviewer" starting on page 12.

Uninstalling plug-ins

You can uninstall plug-ins at any time by going through the Windows Control Panel:

1. Click on *Start* | *Control Panel* | *Add or Remove Programs* to open the Windows *Add or Remove Programs* dialog.
2. Select *Netviewer Meet* and click on *Remove*. The plug-ins will now be uninstalled.
3. If required, restart your computer in order to complete removal.

Checking the VeriSign certificate

Netviewer programs are signed with a VeriSign certificate to confirm their authenticity. You can confirm that you are using an original Netviewer program by opening the file properties and viewing the signature.

1. Right-click on the .exe file to open its context menu.
2. Select Properties.
3. Go to the Digital signatures tab.
4. From the list select the Netviewer certificate and click on *Details.* In Details, you can check the validity of the VeriSign certificate.

Establishing a session with Netviewer

In brief

1. Start the moderator program.
2. Enter the login data.
3. In the start dialog, click on one of the profiles to initiate the Netviewer session.
4. Provide the participants with the session number.
5. The participants start the participant program.
6. The participants enter the session number and acknowledge their entries.
7. The Netviewer session starts.

Establishing a session – the details

To start a Netviewer session, the moderator and participants must have access to the Netviewer Meet moderator or participant program, respectively.

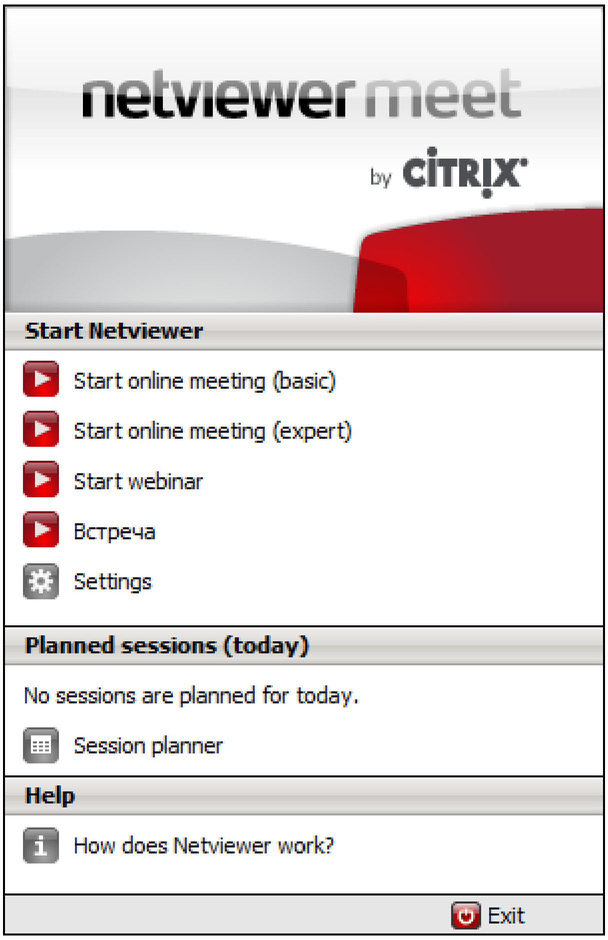
1. As the moderator, first start the Netviewer Meet moderator program (Netviewer_Meet.exe).
2. Enter into the login dialog the user data (e-mail address and password) that you defined when registering with the MyNetviewer customer portal.

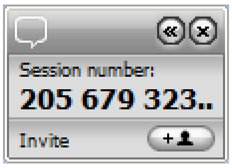
In the login dialog, select the option Save login data to save your e-mail adress and password locally on your computer. The next time you start Netviewer, your e-mail adress and password will be entered on the login form and you must only confirm by clicking on OK.

If you use this option, you must be certain that no unauthorized persons will have access to your computer and therefore to Netviewer.


netviewer meet
by CiTRIX
Login
E-mail address:
caren@company.com
Password:
****
Save login data
OK
Exit

After you log in, the start dialog will open. From here you can start the session and access Netviewer's administrative tools.





3. Click on one of the profiles to initiate the Netviewer session.
   ➢ The Netviewer Mini-Panel with the nine-digit session number and the Control Panel will appear on the right side of the screen.

You have three ways to invite participants to the session:

Provide the session number over the telephone

The participants already have the participant program (obtained by download from your web site or www.netviewer.com) and must only enter the session number that you tell them over the phone.

Ad hoc invitations

After the session has started you send the participants an e-mail invitation. To do this use the *Invite* button in the Mini-panel The e-mail will contain the session number and usually a link to the participant program.

Invitation through the session planner

You used the session planner to plan the session and you used the invitation function to send the participants an e-mail in advance. As a result, they already have the session number and the link to the participant program and simply enter the session at the agreed time.

Depending upon which browser the participant is using, he can either start the Participant program directly after downloading (Internet Explorer), or he must first save the program locally before starting.

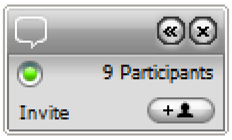
To start the program faster, take advantage of the "Netviewer QuickStart" plug-in, available from the MyNetviewer customer portal.

After the participant program starts, the participants enter the session number and their names into the login dialog and confirm their entries.

If you have defined a session password for a preplanned session, the participants must enter this in another dialog.

Participants who wish to register for a meeting that the moderator has not yet started will be led to a virtual waiting room. The Waiting room opens ten minutes before a session is planned to start. As soon as the meeting starts, the participant will automatically enter the meeting without having to register again.

Netviewer then establishes a connection between moderator and participants. As soon as the connection is complete, you (the moderator) will be showing the participants your screen.



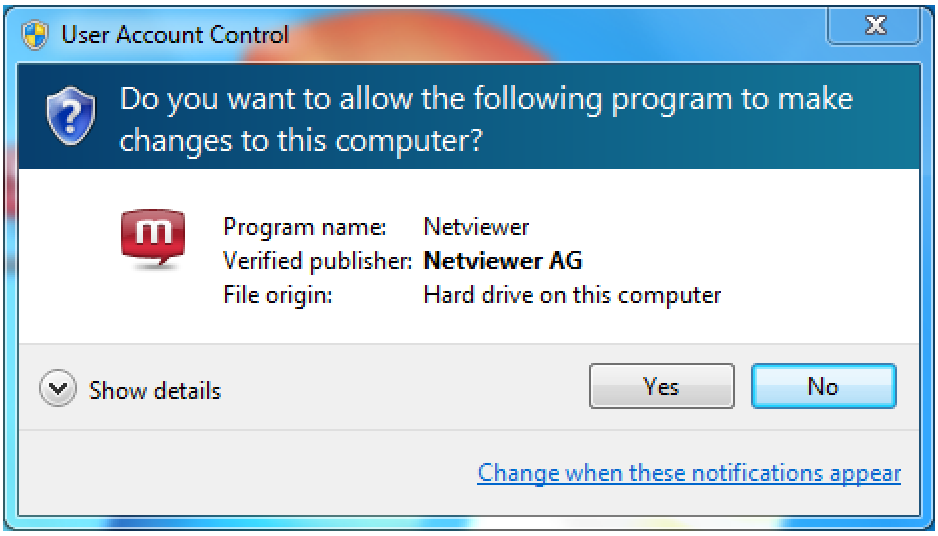
The list of participants in the *Session tray* and the number of participants in the Mini-panel tell you which and how many participants have already entered the session.

On the participants' side, a Netviewer window appears and shows the contents of the moderator's screen. In addition, the Control panel with a clip for extending and retracting it is visible on the right side of the screen.

Once all required participants are present, you can block the session from further access. To do this, click on the respective button in the *Session* tray.

If you use Netviewer on a computer with Windows Vista / Windows 7, a User Account Control dialog appears each time you start the program. If you are logged into the computer as an administrator or have the administrator password, you can start Netviewer with administrator rights. To do so, click "Yes" in the dialogue. In this case, your session partner can continue to have remote control of your computer (including the User Account Control dialog) if you grant him or her remote control rights.

You can also start Netviewer without administrator rights, for example by clicking "No" to exit the dialog or not entering an administrator password. In this case, your session partner has remote control of your computer, but with limitations. Areas or dialogs that are protected by the User Account Control cannot be controlled remotely.



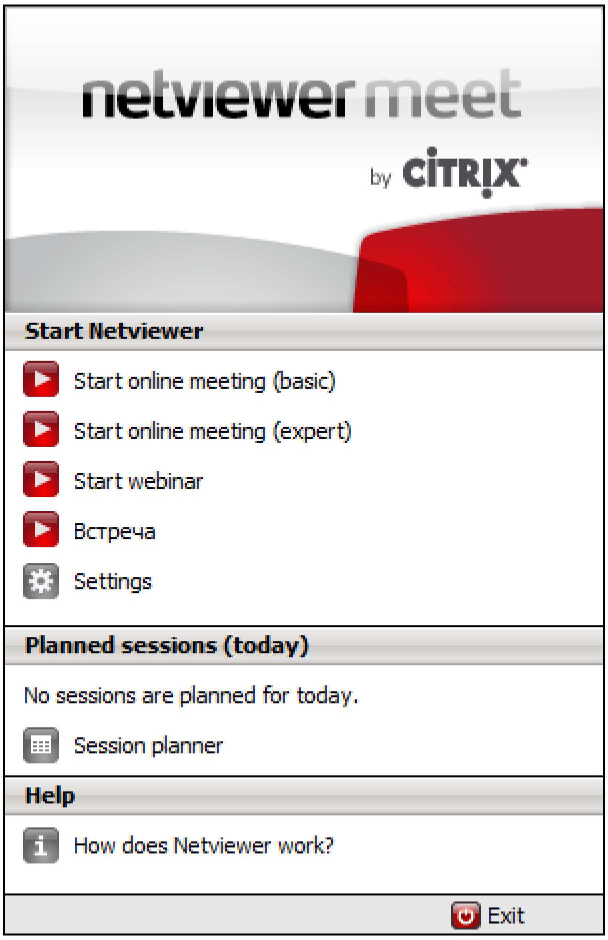
User interface

On moderator's side

The Start dialog

The Start dialog will appear after logging in to the moderator program. The moderator can use the Start dialog to initiate sessions and open centralized administrative tools.

The Start dialog is accessible only before a Netviewer session starts.



Start online meeting (basic)	Starts a Netviewer session with basic functions.
Start online meeting (expert)	Starts a Netviewer session with all functions.
Start webinar	Starts a Netviewer session with all functions in Event mode and the participants in Theater mode.
Settings	Path to the MyNetviewer customer portal where you can administer your licenses or create, edit, and delete profiles and users.
Planned sessions (today)	Appointments scheduled for the current day are visible in the Session planner under *Planned sessions (today)*. Start the session by clicking on the appointment.
Session planner	Open the Session planner in order to create, edit, or delete appointments for Netviewer sessions.
How does Netviewer work?	Open the online help for moderators in your web browser.
Exit	Exit Netviewer

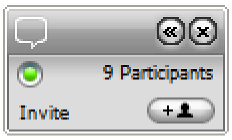
On the moderator's and participants' sides

Control Panel

Both the moderator and the participants have access to the extendable Control panel with the Clip or Mini-panel. It provides access to a variety of functions, like file transfer and speech or video transmission; the Control panel is divided into "trays".

The moderator's Control panel offers additional administrative functions for completing the session which the participants cannot access.

Extending and retracting the Control panel



- Click on the Clip or the Mini-panel in order to extend or close the Control panel.

Even when the Control panel is closed, the Clip (small grey handle at edge of screen in Watch mode) or Mini-panel (in Show mode) will inform you that the session is currently active.

You can concentrate completely on the application that you are currently editing yet still have ready access to the Control panel.

netviewer by CiTRIX

The following functions are available in the upper area of the Control panel.

	Retract Control panel
	Revoke remote control rights from the session partner when you are currently showing your screen and another person has remote control rights. The current status of remote control is shown in yellow. Security key ([F11], depending on your configuration) enables you to immediately deactivate remote control.

The Control panel often covers the buttons for minimizing, reducing, and closing a window below it. But, if you move your mouse to the upper right corner, the Control panel will slide down so you can access these buttons.

Moving the Control panel

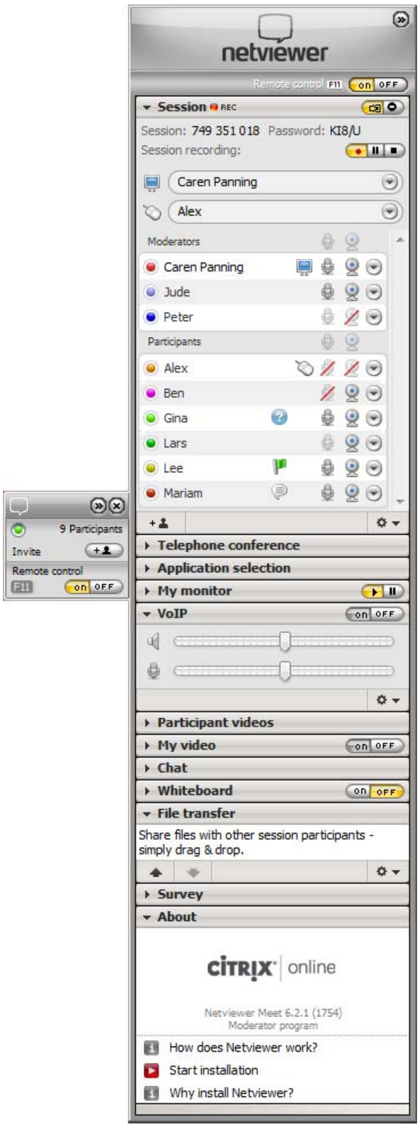
You can move the Control panel to the right or left edge of your screen.

1. Right-click on the Netviewer icon in the system tray or the Mini-panel to open the context menu.
2. Select Panel from left or Panel from right.

netviewer by CiTRIX

Trays in Control panel

The following overview shows all of the trays available for the Control panel. The trays that are actually available to you depends on the profile the session was started with and your session settings.



- To open or close a tray, click on its title bar.

Session	View the participant list and the current distribution of rights (show rights, remote control rights, etc.). The moderator also has access to centralized session data and additional functions for controlling the session and session recording.
Telephone conference	Dial-up information for the concurrent telephone conference.
Application selection	Define which applications and screen elements are to be displayed to the session partners while in show mode.
My monitor	Check on the screen transfer to the session partners while in show mode.
VoIP	Activate and adjust voice transfer via Voice over IP.
Participant videos	View your session partners' videos.
My video	View your own video and control how video is transmitted to the session partners.
Chat	Use text messages to communicate with all or individual session partners.
Whiteboard	Whiteboard function for drawing and marking on the screen.
File transfer	Exchange files and folders during the session.
Survey (only for Moderator)	Create spontaneous ad hoc surveys or extensive questionnaires.
About	Provides information about the Netviewer variation being used, the version, and contract number and provides a link to online help.

Additional information about the trays is available in the sections “Functions for the moderator” and “Functions for moderators and participants”, starting on page 27.

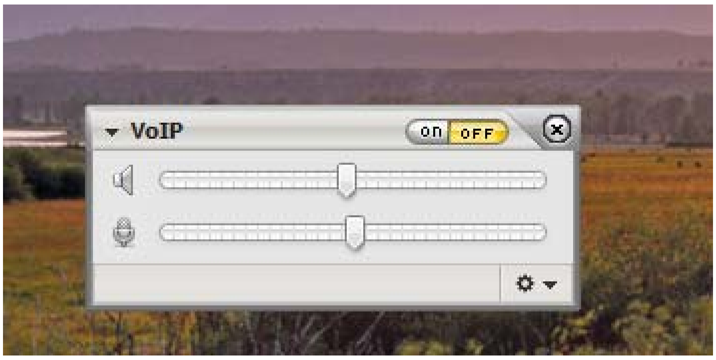
Floating windows

The control panel trays can be easily dragged away from the control panel and dropped anywhere on the screen. You can use this feature to organize the Netviewer interface according to your requirements.

- Click and hold the title bar of any tray. While keeping the mouse button depressed, drag the tray to the desired position on your screen

The trays *Session, Application selection, File transfer, Participant videos* (individual videos) and *Chat* are scalable when they are located outside of the control panel.

- You can extend or retract a tray by double-clicking on its title bar.



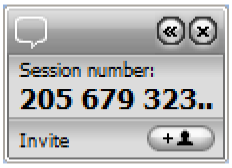
- Click on the X at the upper right corner of the tray in order to move it back to the control panel.
- If several trays are floating on the screen and you would like to bring them all back to the control panel, right-click on the Mini-panel's upper bar and select *All trays back into the Control Panel.*

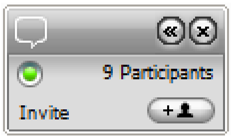
Mini-panel

The Mini-panel always provides the Netviewer user with the main functions. Therefore, the range of functions in the Mini-panel will change depending on whether you...

- are the moderator or participant

- are currently in show or watch mode.
- currently being controlled remotely by another session partner.





At first, and as long as no participants have entered the session, the Mini-panel will show the moderator the session number. In addition, the moderator can access the integrated invitation function (see page 29).

As long as at least one session participant is in the session, the Mini-panel will show the moderator the following basic functions and information:

- Check transfer progress
- Number of present participants
- Invite additional participants.

The Mini-panel with the buttons *Show* and *Watch* indicates: You are in show mode and the other session partners are currently viewing your screen. The Mini-panel is always located in the foreground as long as you shown your screen and cannot be covered by windows or dialogs.

Participants in watch mode do not have access to the Mini-panel. Instead, they see the Netviewer Clip.

Positioning Mini-panel

The Mini-panel can be positioned freely away from the Control panel.

1. Separate the Mini-panel by clicking on the grey bar and dragging it away from the Control panel with the mouse button held down.
2. Position the Mini-panel where desired.

- To return it to its original place, simply drag the Mini-panel to the Control panel.

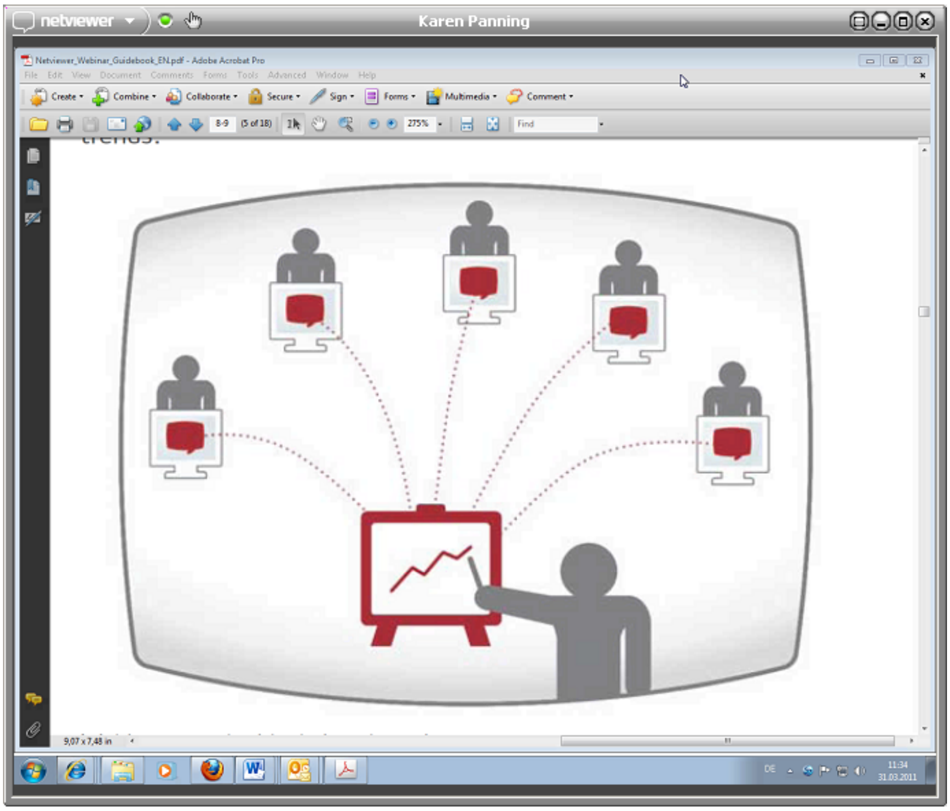
The following overview shows all operational elements that the Mini-panel can contain:

« »	Extend and retract Control panel
⊗	Exit the Netviewer session.
	Check progress in transferring the screen. Filled - screen transmission complete and in highest possible quality. White striped - screen transmission with reduced color depth/quality Gray - screen transmission incomplete.
3 participants	Number of present participants, including moderator.
Invite +	Access the integrated invitation function. Starts the default e-mail client or enables Skype users to invite people from their Skype contact list.
SHOW WATCH	Switch to watch mode when you are currently showing your screen.
ON OFF	Revoke remote control rights from the session partner who is currently controlling your computer remotely.
F11	Shows which button serves as security key to immediately deactivate remote-control (default is [F11]).

The Netviewer window

The Netviewer window shows you the screen contents from the session partner who is currently in show mode. The Netviewer window operates like a normal window but provides additional functions.

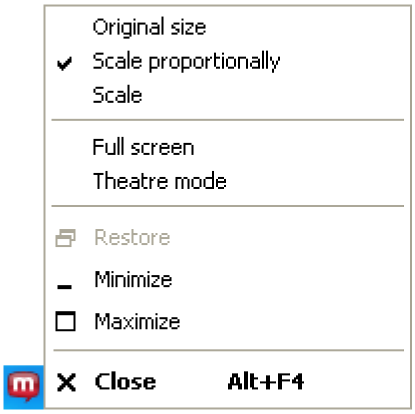
netviewer
by CiTRIX



Display ✔ Original size Scale proportionally Scale **Tools** Mini-video Full screen Theatre mode	The Netviewer menu contains functions for adapting the display inside the Netviewer window (see page 61).
	Check screen transfer progress (see page 22).
Karen Panning	Name of the participant who is currently showing his or her screen.
	You currently have remote-control rights.
	Switch to full-screen mode.
	Minimize the Netviewer window to the taskbar.
	Reduce/maximize the Netviewer window.
	Exit the Netviewer session.

Netviewer window in the taskbar

Netviewer is shown as a task in the Windows taskbar. In Watch mode, right click on the task to open the context menu and gain access to a variety of functions related to customizing the view of Netviewer.



The Netviewer icon in the system tray

The Netviewer icon in the system tray informs you that Netviewer Meet is currently being used on your computer.

- Right-click on the icon to open the context menu, where you gain access to functions related tothe Control Panel and can close Netviewer.

Functions for the moderator

The moderator is responsible for organizing a Netviewer session in advance and assuming the leading role during the session. He has access to a variety of administrative functions for these purposes.

Session planner

Use the Session planner module to plan and administer appointments for Netviewer sessions.

Netviewer appointments that you entered for the current day appear in the Start dialog and can be started by clicking on them.

What are the benefits of the Session planner?

- It helps you prepare better for your Netviewer sessions, with date, time, and profile, for example.
- You can send e-mails to easily invite participants to future sessions.
- You always have information about current and planned Netviewer appointments.

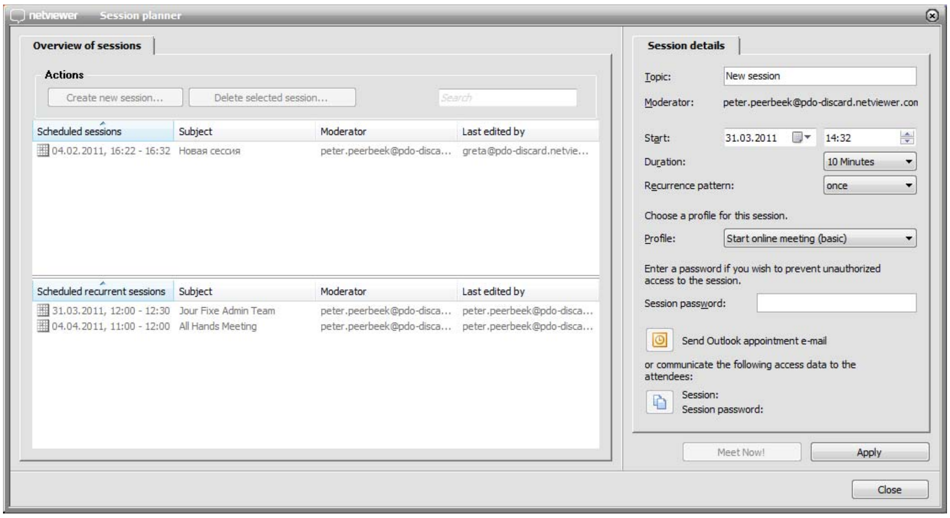
Opening the Session planner

- In the start dialog, click on S*ession planner*.

Session planner interface

Scheduled sessions and *Scheduled recurrent sessions* on the left side of the Session planner show you previously scheduled session appointments. If no appointments are present, you can click on *Create new session...* to organize a new session.

The right half of the Session planner contains information about the session appointment marked on the left half.



Planning a new session

1. Click on the button *Create new session...*.
2. Enter a topic for the session.
3. Enter when the session will begin and how long it will last.
4. Select whether the session will take place once, daily, weekly, or monthly.

Optional entries:

- *Profile*: By selecting a profile, you can start the session with individually defined settings. You can create profiles in the profile administration area of the MyNetviewer customer portal.
- *Session password*: The session can be protected from unauthorized access with a session password (optional).
- Refer to page 29 for more information about the integrated invitation function.
- Use the button *Copy access data to clipboard* to copy the session number and session password (if present) to the Windows clipboard.

5. Click on *Apply*. The session appointment will now appear under *Scheduled sessions or Scheduled recurrent sessions*.

Regardless of when a session is planned to start, you can start it in the Session planner at any time by clicking on *Meet now!*

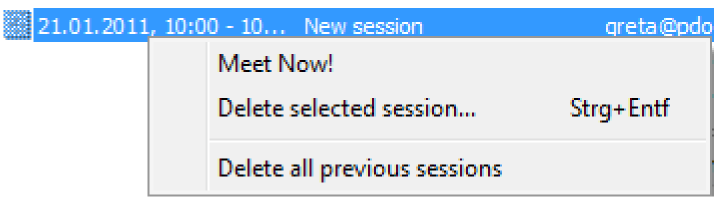
Overbooking warning

In case of overbooking, i.e. when more parallel sessions are planned than licenses are available for this contract, an overbooking warning appears. If you click "Ignore", the session will be created. However, it will not be possible to start this session at the scheduled time if the other simultaneously scheduled sessions have already started.

Deleting session appointments

You can delete previous sessions individually or all at once.

- To delete a single session appointment, right click on the appointment to open the context menu and click on *Delete selected session*.
- To delete all past session appointments, click on *Delete all previous sessions* from the context menu.

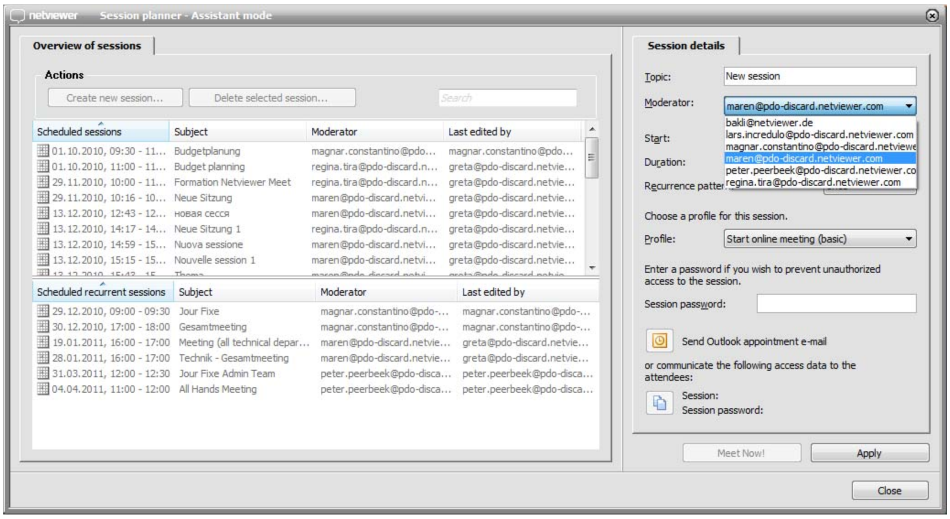


Session planner in Assistant mode

For example, a user with the "Assistant" role can plan sessions for other users. If he or she starts Netviewer Meet and calls up the session planner in the Start dialog, the session planner is opened in assistant mode.

The role of "Assistant" is assigned to a specific Netviewer Meet contract and enables the user to create and edit sessions that are to be carried out with licenses and users of this contract.

Interface of the Session planner in Assistant mode



Planning a new session

1. Click the *Create new session...* button.
2. Enter a topic for the session.
3. Select the Moderator who will carry out the session.
4. Enter when the session will begin and how long it will last.
5. Select whether the session will take place once, daily, weekly, or monthly.

The user with the role of "Assistant" is assigned one of the available licenses permanently.

The integrated invitation function

You can send invitation e-mails directly from Netviewer to people with whom you would like to hold a session.

Netviewer interfaces with your standard e-mail program for this purpose. Netviewer supports virtually all e-mail programs.

When the participant and moderator use the following e-mail programs, you can send an e-mail to the recipient that automatically registers in the recipient's calendar:

- Microsoft Outlook
- Lotus Notes

You can send invitations in advance when planning the session or after the session has already started.

The invitation contains an editable standard text with the session number and usually a link to the participant program. In this way, the participants receive all the information they need to enter the session without going to any extra effort.

We recommend sending the e-mails in encrypted format in order to protect transmission of the session number. Please refer to the Help section of your e-mail program for encryption options.

Using Session planner for invitations

If you use the Session planner to prepare and plan your Netviewer sessions, you can send an advance invitation to the participants. This gives the participants an opportunity to add the session to their schedules and gives them in advance the information they need to start the session.

1. Open the *Session planner* through the Start dialog and plan a session as usual.
2. Click on the *Invitation* button. Netviewer then attempts to access your e-mail program. You may see a query from your e-mail program that must be acknowledged.

If you use Microsoft Outlook or Lotus Notes:

3. The appointment to be sent is now opened in Microsoft Outlook/Lotus Notes. Enter the recipients of the appointment and add the necessary information, such as attachments.
4. Send the appointment.

If a recipient uses a different e-mail program, the appointment will be automatically converted to a normal e-mail.

If you use a different e-mail program:

3. The e-mail to be sent will be opened in your e-mail program. Enter the recipients of the e-mail and add the necessary information, such as attachments.
4. Send the e-mail.

Planning sessions with Outlook planning plug-in

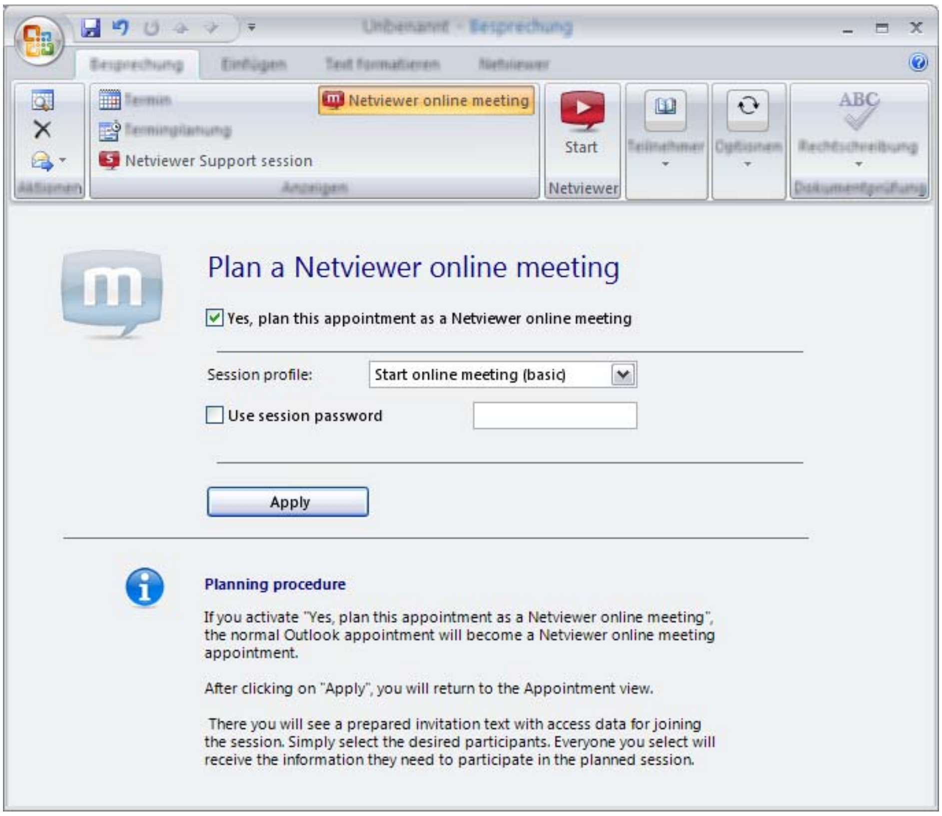
If you have installed the expanded Netviewer plug-in for Microsoft Outlook (see chapter "Netviewer plug-ins" starting on page 9), you can use the additional functions for planning appointments directly from Outlook.

You can mark Outlook appointments as a Netviewer meeting while scheduling the appointment. When the moderator sends the appointment invitation to the participants, it will contain a direct link to the participant program. The appointment will be entered into all participants' Outlook calendars.

Planning Netviewer sessions in Outlook

1. In Outlook click on *Plan a Netviewer online meeting*.
2. Enter your Netviewer login data when requested to do so.

➢ The Outlook scheduling window will open.



3. In the appointment's *Netviewer Meet*/Netviewer online meeting** tab, check the option *Yes, plan this appointment as a Netviewer online meeting*.

4. If desired, select a different profile for the session and define a session password.
5. Click on *Apply*.
6. The Netviewer invitation text with the download link for the Participant program will appear automatically in the *Appointment tab.*
7. In the *Appointment* tab enter the relevant information for the appointment and send the appointment. The appointment will be entered into your and the invited participants' calendars (after they accept the appointment).

Starting a Netviewer session from an Outlook appointment

As the Moderator, you can start the Netviewer session from the Outlook appointment at the planned time.

1. Open the Outlook appointment.
2. In the *Netviewer Meet*/Netviewer online meeting*** tab click *Start online meeting*/Start***.
➢ The Moderator program will now start.
3. You will then immediately enter the session and wait until all participants have entered.

Outlook appointment with Netviewer session on participant side

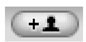
- The participant opens the Outlook appointment and clicks on the link in the invitation text. The participant program starts and the participant moves directly into the session.

* Microsoft Outlook 2003

** Microsoft Outlook 2007 or higher

Sending an invitation after a session has begun

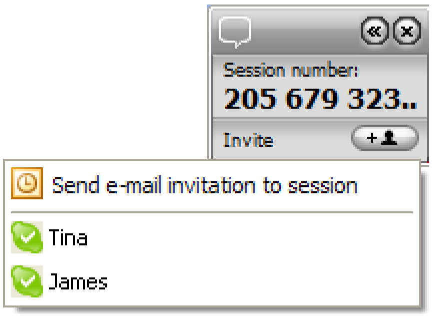
Proceed as follows if you wish to spontaneously invite participants to a session that has already started or if you need to quickly send the participants session data.

1. After starting the session as the moderator, click on the Invitation button in the Mini-panel. Netviewer then attempts to access your e-mail program. You may see a query from your e-mail program that must be acknowledged. 
2. The e-mail to be sent will be opened in your e-mail program. Enter the recipient(s) of the e-mail and add the necessary information, such as attachments.
3. Send the e-mail.

Inviting a Skype contact

If you are a Skype user, you can invite people from your Skype contact list who are currently online to join a session that has already started.

1. After starting the session as the Moderator, click on the Invitation button in the Mini-panel.
2. In the invitation button's context menu, click on the Skype contact whom you would like to invite to the session. The Instant Messaging window from Skype will open. From here, you can send the selected contact the predefined instant message with the link to the Participant program.
3. Click on the *Send* button in the Skype instant messaging window.



Moderating the session

The *Session* tray in the Control panel is the moderator's control centre. Here you can view the core session data (session number and session password if provided) and control how the session proceeds.

You can set or change the session password by double clicking on it.

The following functions are available only to the moderator:

- Select which session participant shows his or her screen (Show mode).
- Grant remote-control rights
- Control the session participants' VoIP and video transmission.
- Appoint participants as co-moderators.
- Invite participants (see page 29)
- Block the session
- Record session
- Remove participants from the session.
- Change session settings

Many of the following functions can be accessed through dragging and dropping. For example, you can move the icon for remote control within the participant list or drag a participant from the participant list into the moderator list.

Selecting session participants in show mode

- In the upper dropdown menu in the Session tray, select the session partner whose screen you want to show.

As soon as the participant has agreed to transfer his screen, all session participants will see the transferred screen in the Netviewer window.

Detailed information about desktop sharing and Show mode are available under "Desktop sharing" starting on page 54.

Granting remote control rights

- In the lower dropdown menu in the Session tray, select the session partner who you want to receive remote control rights.

As soon as the participant who is in Show mode agrees to remote control over his computer, the selected session participant will be able to use remote control.

More extensive information about remote control is provided under "Remote control" starting on page 57.

Controlling VoIP and video transmission

The moderator can control and monitor the session participants' VoIP and video transmission through the moderator and participant list.

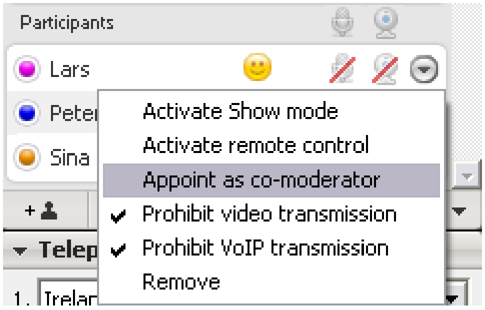
- To prohibit (crossed out) or permit VoIP or video transmission, click on the VoIP or video icon next to a session participant (moderator or participant).

More extensive information about VoIP transmission is provided in the chapter titled “VoIP transmission” starting on page 66.

More extensive information about video transmission is provided in the chapter titled “Video transmission” starting on page 69.

Appoint participant as co-moderator.

As moderator, you can appoint a participant to be co-moderator. The co-moderator receives all of the rights he or she needs in order to take over moderation of the session.



- Click on the arrow next to the participant and select Appoint as co-moderator from the menu. The participant will now appear in the moderator list. An info dialog will appear for the participant.
- Alternatively, you can drag the participant from the participant list and into the moderator list.
- To revoke co-moderation rights from the participant, drag the participant from the moderator list and drop him into the participant list. An info dialog will appear for the participant.

More extensive information about the co-moderator's rights is provided in the chapter titled “Co-moderating the session” starting on page 52.

Blocking the session

- If you would like to block the session so that no additional participants can enter, click on the button at the upper right of the Session tray.
- To unblock the session, click on the button again.

Removing participants from the session.

- To remove a participant from the session, click on the arrow next to the participant and select *Remove* from the menu. This participant's program will close.

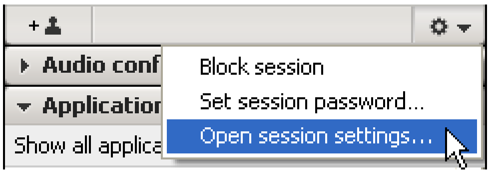
Session settings

The session settings function provides the moderator with useful functions during a session.

You can temporarily change some standard Netviewer settings for the current session under "Session settings".

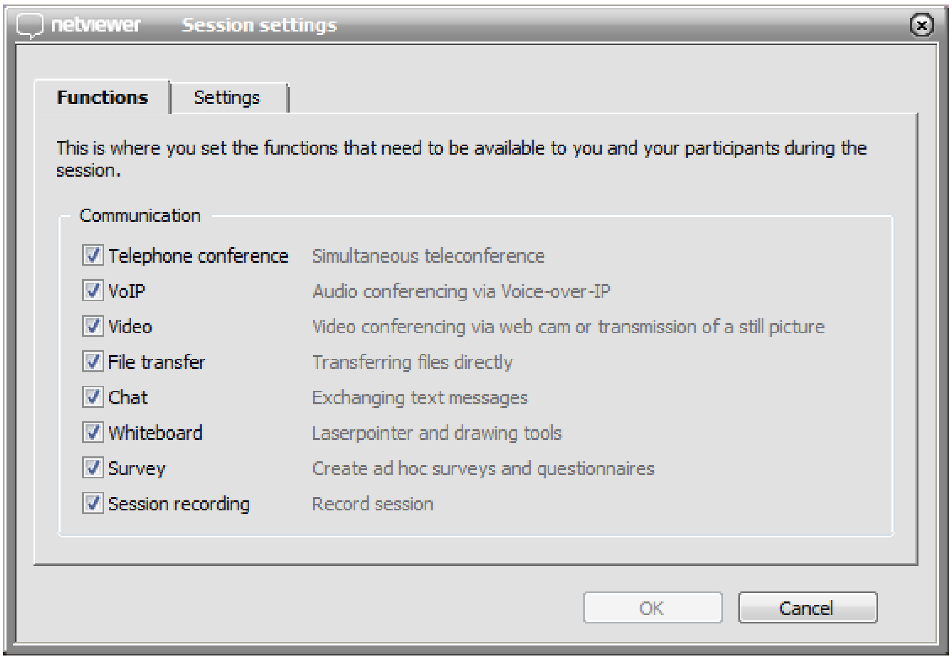
Change session settings

1. In the *Session* tray, click on the arrow at the bottom right to open the menu and select *Open session settings...*.



- The *Session settings* window will open.

2. Perform the desired changes on the *Functions* and *Settings* tabs.
3. Click on *OK* to use the modified settings for the current session.



Changes that you make during an ongoing session are valid for that session only. The default settings will be reset when the session is over.

Permanent session settings (known as Profiles) can be configured in the MyNetviewer customer portal. You can then choose from these profiles at the beginning of a session. You must be registered in the portal with proper authorization in order to create and edit these profiles.

Recording function

The recording function makes it possible to retrace Netviewer sessions. Everything from the session, including video and voice (when using VoIP), is kept in the recording.

Netviewer supports session recording in file formats .nvl and .asf. The configuration of your Netviewer program will determine which file format is used for recording.

If recording in .asf format, we recommend using a computer with at least 256 MB RAM, at least a 2-GHz processor, and Windows XP or Vista/Windows 7.

File formats for session recording

.nvl	Netviewer's proprietary file format. .nvl files can be neither edited nor changed, which makes the recording suitable for auditing purposes. To play .nvl files you must use Netviewer NetPlayer, which contains the common functions of a media player.
.asf	Proprietary file format developed by Microsoft for audio and video data. To replay .asf files, you can use Windows Media Player and various other players available free of charge.

Starting session recording

Recording of the session will begin automatically when the session starts.

You can use the following buttons in the *Session* tray to control the recording.

	Starts session recording
	Pauses session recording
	Stops session recording

The button in yellow indicates the current status of the recording:

	Session recording is ongoing.
	Session recording is paused.
	Session recording is stopped.

Pausing session recording

- Click on the button *Pause session recording.* You can start session recording again at any time or stop it completely.

Stopping and saving session recording

1. Click on the button Stop session recording.
2. As soon as you end session recording, a *Save as...* dialog will open. This allows you to specify where the recording file will be saved.

If you do not specify a save location, the file will be saved by default in the same folder where the .exe Netviewer program is located.

Please inform your Netviewer contact if you would like to specify in the Save as... dialog a particular location for your .nvl files as the default value for your Netviewer application.

Deactivating the recording function

In the profile administration area of the MyNetviewer customer portal you have the ability to deactivate session recording for certain users.

Netviewer NetPlayer

Use Netviewer NetPlayer to open an .nvl file. Here you have access to the following functions:

	Play the session recording.
	Pause the playback.
	Increase (up to 16 times normal speed) or decrease (down to 1/16 the original speed) playback speed of the session recording.
	Copies the current recording image to the Windows clipboard.

Converting an .nvl file into .asf format

Using Netviewer NetPlayer, you can later convert the .nvl file to an .asf file.

1. From the *File* menu, select *Export...*
2. In the *Export* dialog, you can specify the file name and save location and whether the video, VoIP, and chat data should be exported as well.
3. When you click on *Export*, conversion of the .nvl file will begin. The .asf file will be created at the location you selected. .

You can obtain Netviewer NetPlayer in the MyNetviewer customer portal (https://my.netviewer.com).

1. Log in to the portal

2. In the right column click on *Download*.

3. Download Netviewer NetPlayer.

Survey manager

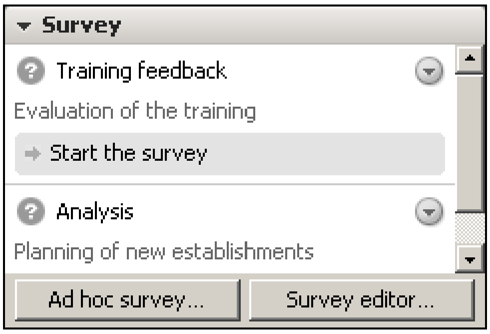
The moderator can use the Survey manager from Netviewer to spontaneously create and send to session participants brief surveys or extensive questionnaires. There are many possible ways to use the survey function:

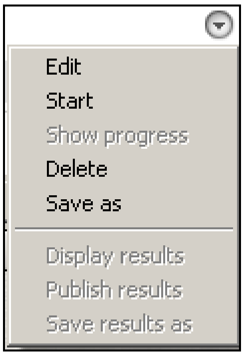
- Conduct a general or specific technical survey.
- Send tests to participants who have received training.
- Obtain feedback about a session.

Survey manager is not accessible for the co-moderator.

The Survey tray

In the *Survey* tray, the moderator can start an ad hoc survey or open the Survey Editor in order to create a more extensive survey. In addition, the *Survey* tray informs the moderator about prepared, ongoing, and completed surveys.



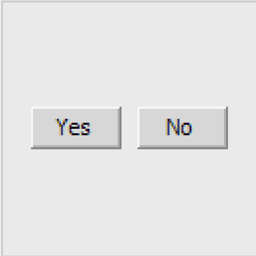
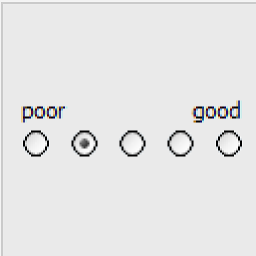


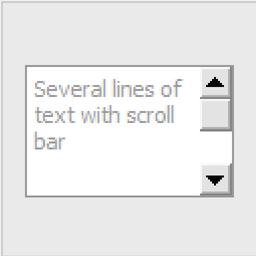
You have access to the following functions in the Survey's menu:

Edit	Opens the survey in the *Survey Editor*.
Start	Starts the survey.
Show details/progress	During an ongoing survey, this opens the Progress dialog in which you can monitor the status of the survey.
Delete	Deletes the survey from the tray.
Save as...	Opens the *Save as* dialog in order to save a survey as an XML file.
Show results	Opens the *Results* dialog of a survey that has been completed.
Publish results	Opens the *Results* dialog for the participants. The *Survey* tray will appear in the participants' control panels, where they can view the survey results at any time.
Save results as	Opens the *Save as* dialog in order to save the results of a survey as an XML file.

Question types

You can use the following question types for an ad hoc survey or for more extensive surveys. You can define the text of the question in any way you like.

	Yes or No This question can be answered with Yes or No only.
	Tendency This question can be answered by selecting one of five levels. You can adjust the labels to the right and left.
	One answer (radio button) There are several possible answers to this type of question. Only exactly one answer can be selected. You can define the number of answers and the text associated with each answer.
	Several answers (Checkbox) There are several possible answers to this type of question. Several answers can be selected. You can define the number of answers and the text associated with each answer.
	Short text This question can be answered any way the participant chooses in a single line of text.



Long text

This question can be answered any way the participant chooses in multiple lines of text. If the answer is longer than the size of the text field, vertical scroll bars will appear.

Ad hoc survey

Proceed as follows to create an ad hoc survey:

1. In the *Survey* tray, click on *Ad hoc survey...*
2. In the *Select question type* window, select the desired question type.
3. Enter the required information for the type of question you selected (text of the question, possible answers).
4. Click on *Save* to save the ad hoc survey in the tray (you can start it at a later time) or click on *Start* to start the ad hoc survey immediately.

Once you have started the ad hoc survey, it will appear for the participants as a separate window. The window will remain in the foreground until the participant has answered the question or closes the window.

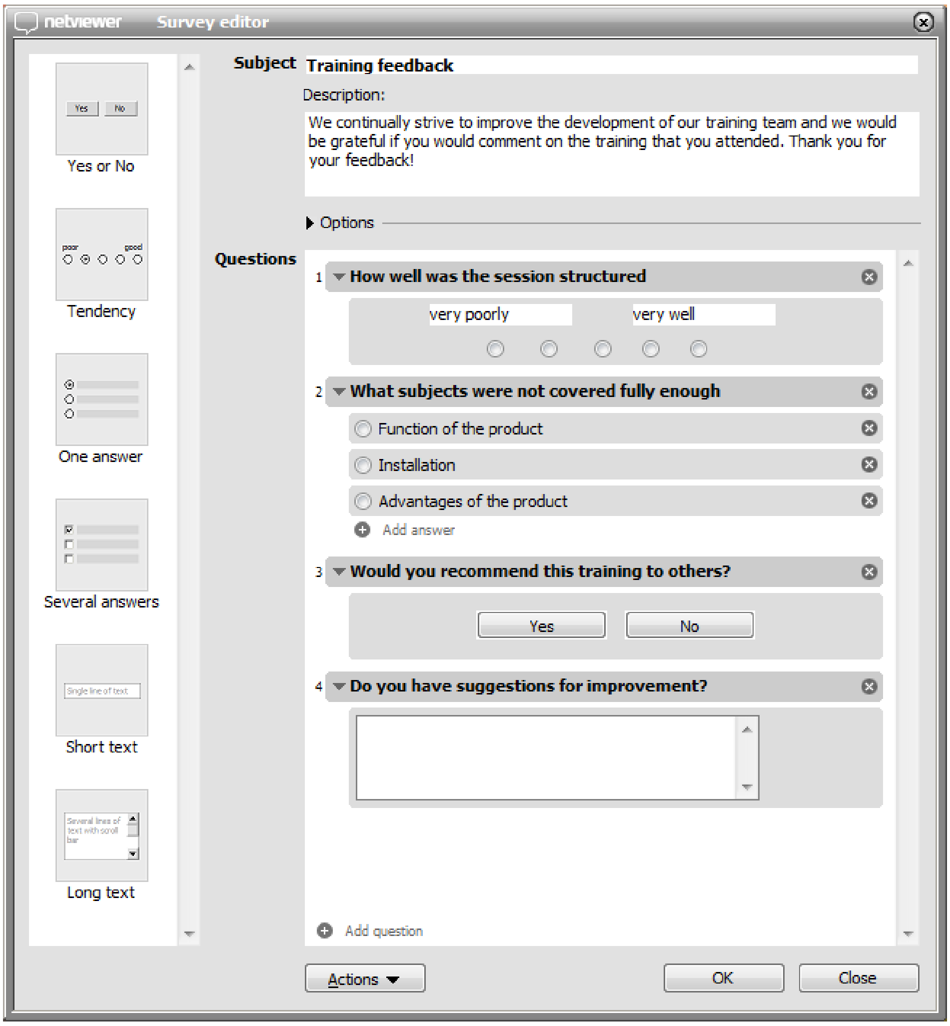
The ad hoc survey will be complete when all participants have provided answers or the moderator ends the survey. Refer to the chapter titled "Showing results" on page 49 for more information about the results of the survey.

Survey editor

Creating a survey

1. In the *Survey* tray, click on *Survey editor.*
2. Enter the subject of the survey; a description is optional. This information will be visible in the *Survey tray* and for the participants while the survey is ongoing.
3. Click on a question type in the left area of the window to insert the question into your survey.

4. Enter the required information for the type of question you selected (text of the question, possible answers).
5. Repeat the instructions above to insert additional questions.
6. Click on *OK* in order to save the survey and close the survey editor.



To insert a new question between two existing questions, select one of the existing questions and click on *Add question* in the lower section of the survey editor. The new question will be inserted underneath the selected question.

Saving the survey

Save your survey if you plan to use it more than once.

1. Create the survey.
2. Open the *Actions* menu.
3. Select *Export* and select a storage location.

Importing the survey

1. Open the survey editor in the survey tray.

2. Open the *Actions* menu.
3. Select *Import*.

Starting the survey

- When you are ready to start the survey during the session, click on *Start survey* in the *Survey* tray.

Testing the survey

1. Create a survey.
2. Save and export the survey for later use.
3. Import and start the survey.

You can import and edit an exported survey later at any time. Remember to save any new versions of the survey you create and export them again in order to keep the changes.

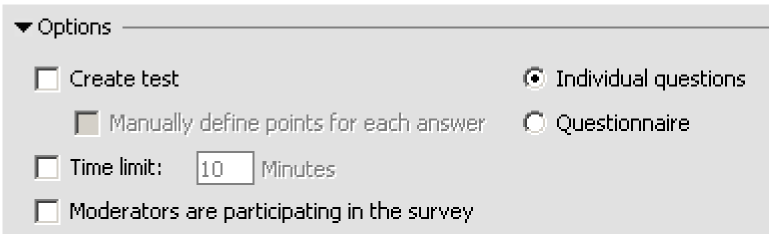
Ending the survey

The survey will be over when all participants have provided answers, the moderator ends the survey, or the time limit is reached (see page 47).

- To end the survey before the time limit, click on the X next to the survey in the *Survey* tray.

Additional options

You can define additional options for your survey if needed.



Create test	The survey function offers additional functions for testing situations. Refer to "Survey mode Create test" beginning on page 48 for more information.
Individual questions/questionnaires	A survey is conducted either in the form of individual questions that appear one after the other on the participant's screen, or as a questionnaire in which all questions are displayed at once.
Time limit	The participants have only a limited amount of time (in minutes) to answer the questions.
Moderators are participating in the survey	The moderator and co-moderators will participate in the survey.

Survey mode “Create test”

When using the survey function *Create test*, you must define the correct answers while creating the survey. You also give points for correct answers. The points are used to assign a score when analyzing the survey.

1. Activate *Create test* in the *Options* area.
2. For every question that you insert, provide the correct answer. For question types *Yes or No*, *Tendency*, *One answer*, and *Several answers*, do this by clicking on or selecting the correct answer. One point will be granted for every correct answer.

Question types *Short text* and *Long text* are excluded from the point-based evaluation because the participants are asked to formulate their own responses.

If you would like to specify the number of points for correct answers, proceed as follows:

1. Under *Options* activate the option *Manually define points for each answer*.
2. Use the plus and minus buttons to adjust the number of points for each correct answer.

When you publish the test results for the participants, each participant will see only his or her test results and cannot view the results of the other session participants.

Action menu

The *Action* menu in the survey editor contains the following functions:

Import...	Opens the *Open* dialog so you can open a survey (saved as an XML file) in the survey editor.
Export...	Opens the *Save as* dialog in order to save the current survey as an XML file. You can re-use the saved survey at any time or forward it to another moderator.
Reset	Deletes previous entries in the survey editor.
Start	Starts the survey if all entries are complete. If any information is still missing, a query dialog will appear.

If you have saved a survey as an XML file, during a later session you can simply drag it from the place where it is saved (such as from Windows Explorer) and drop it in the *Survey* tray.

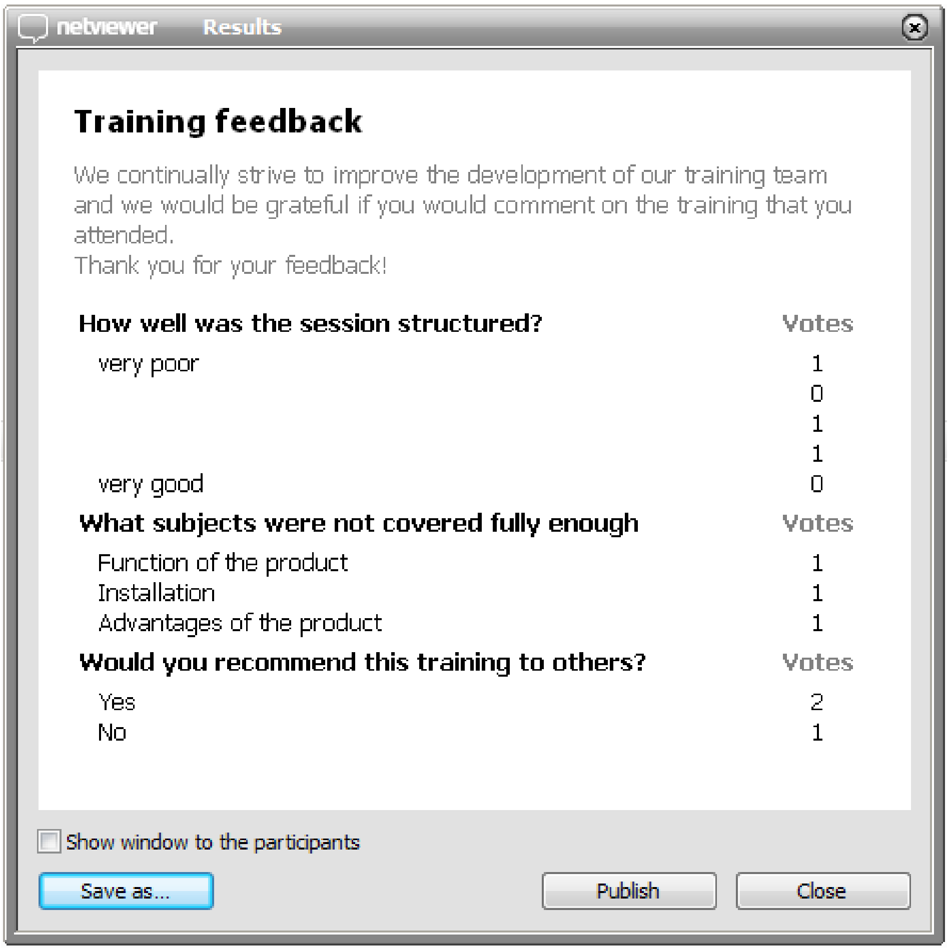
Showing results

After a survey has been completed, you can view the results.

- When a survey is over, click on *Show results* in the *Survey* tray. The Results dialog will open.

Here you have access to the following functions:

Show window to the participants	Netviewer transfers the *Results* dialog to the participants inside the Netviewer window. If this option is deactivated, the window will be blacked out on the participants' screens.
Save as	Opens the *Save as* dialog in order to save the results of a survey as an XML file.
Publish	Opens the *Results* dialog for the participants. The *Survey* tray will appear in the participants' control panels, where they can view the survey results at any time.



When you save the survey results, both an XML file and an XSL file are generated. These files must not be renamed and have to be in the same folder so that the survey results are displayed in legible form.

Sessions in Event mode

Sessions with a large number of participants require special functions. For this reason, Netviewer provides the Event mode for handling large sessions. In order to simplify moderation of the session, the range of functions available in the participant program is limited.

Changes on the participant side:

- The Session tray shows only the moderator list, not the entire list of participants.
- The pointer and speech bubble (for requesting the right to speak) are not available.
- The participants can send chat messages only to the moderator and the co-moderator.
- In the File transfer tray, the participants can only download (not upload) files.
- The participants see only the moderator's and co-moderator's video.
- VoIP transmission is limited to the moderators. The participants can only hear the moderator and the co-moderator and are not able to speak themselves.
- The Whiteboard is not available.

The Whiteboard is not available on the moderator side. Otherwise, the functions available in the moderator program are unchanged.

Activating Event mode during the session

1. In the *Session* tray, click on the arrow at the lower right in order to open the menu with expanded functions.
2. Select *Open session settings*.
3. In the *Settings* tab, select the *Hold a session in Event mode* option.
4. Click on *OK* to exit Session settings. Event mode will take immediate effect.

- To deactivate event mode, deactivate the *Hold a session in Event mode* option.

If Event mode has been activated automatically due to the size of the session, you will not be able to deactivate Event mode

Functions for participants

Session tray

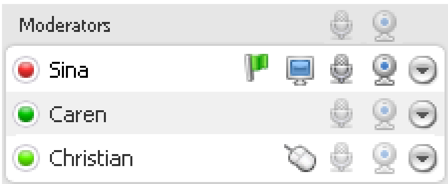
In the *Session* tray, participants can view the list of participants. Here they will find the following information:

- Who is participating in the session?
- Who is currently showing his or her screen?
- Who currently has remote-control rights?
- Who is currently transferring his or her microphone and video signal?

When a participant wishes to change his or her name in the list of participants, he or she double clicks on the name in the *Session* tray. The name can now be modified.

Co-moderating the session

When the moderator has appointed a participant to be co-moderator, this person can take over moderation of the session. The co-moderator has all necessary authorizations.



The co-moderator can:

- appoint other participants as co-moderators.
- decide who shows his or her screen and who has remote-control rights.
- control VoIP and video transmission of individual or all session participants.
- set a session password
- remove participants from the session.
- block the session.

Refer to the chapter titled "Moderating the session", beginning on page 33, for more information on the moderator functions.

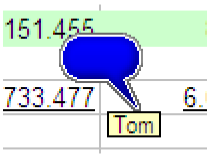
The co-moderator cannot:

- create and conduct surveys.
- use the invitation function.
- open and change the session settings.
- control session recording.

If the moderator leaves the session and a co-moderator has been named, the session will remain in effect and the co-moderator can continue the session.

Even if the co-moderator is using the participant program, he will still utilize one of your licenses for the moderator program while continuing a Netviewer session.

Once the final moderator/co-moderator leaves the session, the session will end.



Request speech right

In order to notify the moderator that his VoIP microphone signal is being transferred to the session partners (speech rights), the participant right-clicks in the Netviewer window. A speech bubble (visible for all) will then appear with his name.

The moderator can then use the *Session* module to grant the participant speech rights (see page 36).

Functions for moderators and participants

The functions that we introduce in this chapter are basic Netviewer functions. They are generally available equally to both the moderator and the participants.

Desktop sharing

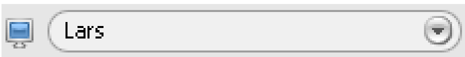
When you start a Netviewer session as moderator, you initially show your own screen. In other words, you are in Show mode. The participants see the contents of your screen in the Netviewer window, but they are unable to control your computer with their mouse, for example.

To see which applications and screen elements you can transmit in Show mode, refer to "Application selection" on page 55.

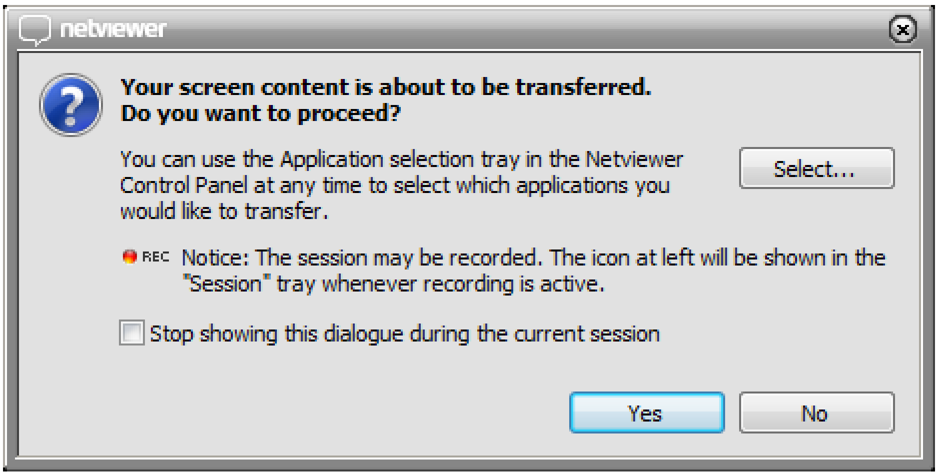
Granting show rights

As moderator, you can grant other session partners show rights.

1. In the upper dropdown menu in the *Session* tray, select the session partner whose screen you want to show. Initially a black screen will be visible in the Netviewer window for the moderator and the other session participants.



2. The selected participant will see a query. He can adjust the settings in the *Application selection* tray, and then acknowledge the query. The moderator and other session participants then see the released applications in the Netviewer window.



If the participant would like to deactivate transmission of her screen, she must click on *Watch* in the Mini-panel. The Netviewer window will remain black until the moderator grants show rights to another person.

Functions in show mode

You can use the following functions while showing your screen.

Application selection

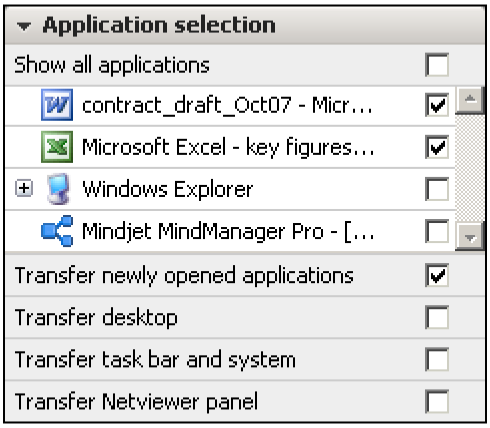
In the *Application selection* tray you determine which applications and elements of your screen your session partners will see.

Currently open applications are listed in the upper area. If one application has several open windows, these will be shown below the application in a tree-type structure.

In the lower section, you have access to general options related to screen transmission.

- Check the desired options in order to activate transmission for the session partners.
- Remove the check next to an option in order to prevent sharing it.

Please make sure your system fulfills the System requirements listed on page 8 , otherwise you may experience functional limitations in the behaviour of the application selection.



Option	What the session partners see
Show all applications	All open windows
Transfer newly opened applications	All windows as they are opened for as long as you are in Show mode.
Transfer desktop	Desktop including shortcuts, background image, etc.
Transfer taskbar and system	Taskbar, start menu, and system dialogs
Show Netviewer Control panel	Nonoperable, shaded-out Netviewer Control panel on edge of screen May cover parts of the transferred screen, so not selected by default.

If you move your mouse over an application in the Application selection tray, the corresponding window will be highlighted on your screen.

When you change the settings in Application selection, the changes will apply only to the current session. As soon as you start a new session, Netviewer will revert back to the standard settings.

My monitor tray

Use the *My monitor* tray to control how Netviewer will display your screen to the session partners.

You will see a miniaturized version of your screen including all changes in real time. Use this opportunity to organize your screen ideally for transfer by arranging Windows, closing windows, and adjusting settings in Application selection, such as hiding the Control panel.

Transferring a still picture

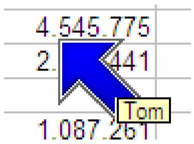
To temporarily interrupt transfer of the screen, you can switch to a still picture. Your screen will then be frozen on the other session partners' computers.

- Click on the Pause button to transfer a frozen image of your current screen to the session partner or press the key combination [Windows key] + [S].
- Click on the arrow button to restart transfer of your current screen, including changes or press [Windows key] + [P].

Functions in watch mode

The following functions are available to you when you are looking at another session partners' screen.

Pointer



While you are in Watch mode, use the pointer to draw your session partner's attention to specific areas of the screen, for example an incorrect number in a calculation. You do not need remote control rights to do this.

- Simply click in the Netviewer window or move the mouse cursor while holding the left mouse button depressed. Each of the session partners will then see on his or her screen a pointer with your name.

It is not possible to control the computer remotely or manipulate data with the pointer.

Remote control

Remote control enables you to control your session partner's computer (who is currently showing his screen) with mouse and keyboard commands. As moderator, you decide who receives remote control rights.

Granting remote control rights involves a certain amount of security risk. If you intend to grant another session partner remote control rights, you should be familiar with and able to use the security functions explained in this chapter. In this way, you can avoid having the session partner perform undesirable actions on your computer.

Please also explain these functions to your session partner.

How does Netviewer protect remotely controlled computers?

- Granting remote control: Only the moderator can grant remote control rights. However, the participant whose computer will be remotely controlled must provide explicit approval for this.
- Application selection: In general, only applications and screen elements that the session partner has released for transfer can be controlled remotely. You can neither see nor control elements that he or she has not selected in *Application selection*.
- Mouse priority: When remote control is activated, session partners share mouse and keyboard. However, the session partner whose computer is controlled remotely has a higher priority and retains control over her mouse at all times.
- Security key: If the person whose computer is being controlled remotely presses the security key (by default [F11]), he or she will immediately revoke remote control.

Granting remote control rights

As moderator, you can grant a session partner or yourself remote control rights.

1. In the lower dropdown menu in the *Session* tray, select the session partner to whom you wish to grant remote control rights.

2. The participant in Show mode is asked whether he would like to grant the session partner remote control rights.

3. If he agrees, the other session partner will receive remote control rights.

The small hand symbol in the title bar frame of the Netviewer window tells you if you currently have remote control rights.

Forwarding remote control

- If you would like to forward remote control rights to another session partner, in the *Session* tray select that person from the drop-down menu for granting remote-control rights.

Deactivating remote control

- In the *Session* tray, open the drop-down menu for granting remote control rights and remove the check mark next to the person's name. Remote control is now deactivated.

If the participant in Show mode would like to actively revoke remote control rights from the other participant, he must only click *off* in the Mini-panel or in the upper area of the Control panel or simply press the security key (by default [F11]).

Shortcuts

Transferring keyboard shortcuts (key combinations such as [Ctrl] + [A]) is generally possible when remote control is activated.

The following keyboard shortcuts are available immediately:

Shortcut	Description
[Ctrl] + [C]	Copy
[Ctrl] + [X]	Cut
[Ctrl] + [V]	Paste
[Ctrl] + [A]	Select all
[Ctrl] + [S]	Save
[Ctrl] + [N]	Open new window
[Ctrl] + [O]	Open
[Ctrl] + [P]	Print
[Ctrl] + [Z]	Undo
[Ctrl] + [F4]	Close current subprogram
[Ctrl] + [Home]	Move to beginning of a document
[Ctrl] + [End]	Move to end of a document
[Ctrl] + [Insert]	Copy
[Alt] + underlined letter in menu name	Retrieve menu item
[Alt] + [Space key]	System menu of the active window
[Alt] + [Space key] + [X]	Maximize window
[Alt] + [Space key] + [N]	Minimize window
[Alt] + [Space key] + [W]	Restore window
[Alt] + [-]	System menu of the current sub window
[Alt] + [Down arrow]	Open selection menu
[Alt] + [PrtScn]	Screenshot of active window
[Shift] + [Insert]	Paste
[Shift] + [Tab key]	Backwards through options
[Shift] + [F10]	Open context menu
[Shift] + [Delete]	Delete permanently
[PrtScn]	Screenshot of entire screen
[F1] + [Shift]	Display direct help

Some shortcuts act not on the session partner's computer, but instead on the local computer and for this reason Netviewer supports the following modified shortcuts:

Windows shortcut	Netviewer shortcut	Description
[Windows key] + [E]	[Ctrl]+[Alt]+[E]	Explorer
[Windows key] + [R]	[Ctrl]+[Alt]+[R]	Run
[Windows key] + [D]	[Ctrl]+[Alt]+[D]	Show desktop
[Windows key] + [F]	[Ctrl]+[Alt]+[F]	Search for file
[Windows key] + [M]	[Ctrl]+[Alt]+[M]	Minimize all windows
[Windows key] + [Pause]	[Ctrl]+[Alt]+[Pause]	System properties
[Windows key] +[Tab key]	[Ctrl]+[Alt]+[Tab key]	Change task
[Windows key] + [F1]	[Ctrl]+[Alt]+[F1]	Windows Help
[Windows key] = [Ctrl] + [Esc]	[Ctrl]+[Shift]+[W]	Display start menu
[Alt] + [Esc]	[Ctrl]+[Alt]+[^]	Switch between running tasks (with [Shift] to the left)
[Alt] + [F4]	[Ctrl]+[Alt]+[F4]	Cancel application or exit Windows
[Alt] + [Tab], [Alt] + [Tab] + [Shift]	[Alt]+[^], [Alt]+[^]+[Shift]	Show and switch between running tasks (with additional [Shift] to the left)

Netviewer shortcuts

Netviewer keyboard shortcuts are a convenient way to quickly access commonly used Netviewer functions. Netviewer shortcuts only take effect on the local computer.

Netviewer shortcut	**Description**
[Win]+[N]	Extend and retract Control Panel
[Win]+[S]	Interrupt screen transmission and transmit a static image
[Win]+[P]	Reactivate screen transmission and discard static image
[F11]	Revoke remote-control rights
[Ctrl]+[Alt]+[S]	Multi-monitor support

Multi-monitor support

If the session partner in Show mode uses several monitors, when you are in Watch mode you will always see the screen in which the Netviewer Control panel is located.

To switch to another screen, the participant whose computer is controlled remotely can use the key combination [Ctrl] + [Alt] + [S]. This will switch the Control panel to the other screen so you can view it.

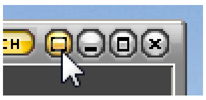
View in the Netviewer window

You can adjust the view of the transferred screen in the Netviewer window with the following functions:

- Full screen
- Mini-video
- Theater mode
- Original size
- Scale proportionally
- Scale

Full-screen mode

Netviewer depicts the transferred screen as a full-size image on your screen. This lets you view the remote computer as if it were your own (assuming equal screen resolution).

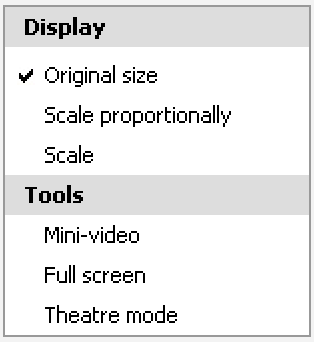


- To activate full-screen mode, click on the *Full-screen mode* button in the frame of the Netviewer window.

Full-screen bar (flap)

In full-screen mode you can control the most important session functions through the full-screen bar.

After a few seconds, the full-screen bar folds in and is no longer visible. To fold it open move your mouse to the centre/top edge of the screen.

	The functions Scale proportionally and Mini-video are available in Full-screen mode (see page 64).
	Check screen transfer progress (see page 22).
	You currently have remote-control rights.
	Activate or deactivate pinning of the full-screen mode bar. If the bar is pinned, it will stay on top.
	Extend and retract Control panel
	Minimize the Netviewer window so it is visible only in the taskbar.
	Reduce the Netviewer window (switch back to normal window view).
	Exit the Netviewer session.

Theater mode

Theater mode is an expanded full-screen mode and is particularly well-suited for meetings and training sessions where the session participants should have as little distraction as possible.

In addition to the transferred screen, Theater mode also shows Chat; the video of the participant who is in show mode, at upper right (large); and the videos of other session participants, below (small). The background is black so that full attention is focused on Netviewer.

- Open the Netviewer menu at the top left of the Netviewer window. Select the *Theater mode* option.

While in Theater mode, you can show the Control panel as usual in order to use additional Netviewer functions.

- To leave Theater mode, press the [Esc] key or click on the X at the upper right.

Mini-video

The *Mini-video* display option shows a smaller version of the session partner's video in the Netviewer window.

- Open the Netviewer menu at the top left of the Netviewer window. Select the *Mini-video* option. The presence of a check in front of the option will tell you that the function is activated.

If the session partner has deactivated video transmission, the Mini-video will not be shown.

Original size

The *Original size* function is used when the transferred screen is shown in 1:1 scale. This maximizes the Netviewer window. In this case, the screen may need more room than the Netviewer window provides. To scroll within the Netviewer window, move the mouse along the window frame in the direction of the items you wish to view. The contents of the window will shift according to the movement of the mouse. The closer you move the mouse to the edge, the faster the contents will move.

1. Open the Netviewer menu at the top left of the Netviewer window.
2. Select the *Original size* option. The presence of a check in front of the option will tell you that the function is activated.

Scale proportionally

When the *Scale proportionally* function is active, the aspect ratio of the transferred screen will be retained when shown in the Netviewer window.

1. Open the Netviewer menu at the top left of the Netviewer window.
2. Select the *Scale proportionally* option. A check in front of the option indicates that the function is activated.

If the transferred screen does not fully cover the Netviewer window in full-screen mode, you will see gray areas at the top and bottom or at the left and right.

Scale

When the Scale function is activated, the screen contents from the session partner's screen in Show mode will be adapted to the Netviewer window without retaining the aspect ratio. As a result, the screen contents and Netviewer window may be stretched or distorted so the contents completely fill the Netviewer window.

1. Open the Netviewer menu at the top left of the Netviewer window.
2. Select the *Scale* option. The presence of a check in front of the option will tell you that the function is activated.

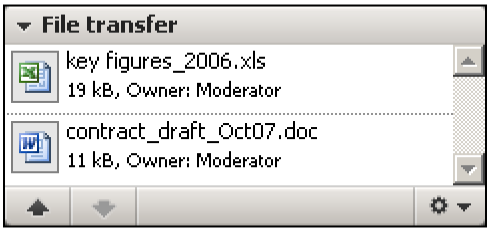
For a 1:1 view of the screen, select the Original size function from the menu.

Other functions in the Control panel

Transferring files through the Control panel

Use the *File transfer* tray in the Control panel to exchange files with session partners.

This tray serves as a container for files that all session partners can download or upload.



Uploading a file

1. Click on the *Upload* button in the *File transfer* tray.
2. In the file selection dialog that opens, select the desired file and confirm your choice. All session partners can now download the file.

When a session partner has uploaded a new file into the tray, the tray will blink on the other partners' screens to inform them of the upload.

Downloading a file

1. Select the desired file and click on the *Download* button in the *File transfer* tray.
2. In the *Save file* dialog, browse to the local location where you wish to save the file.

You can also upload or download files with Drag & Drop: Simply drag a file from your computer into the tray or from the tray onto your desktop, for example. Once you see the Plus symbol, you can let the file drop into the new location.

In this manner you can also upload entire folders to the *File transfer* tray.

Deleting a file

As the moderator, you can delete any file from the *File transfer* tray. Participants can only delete the files that they personally uploaded.

- Right-click on the file and select Delete from the context menu.

VoIP transmission

Netviewer provides an integrated VoIP function (Voice over IP) that makes it possible to establish a telephone connection over the Internet. VoIP enables up to ten people (including moderators) to speak to each other simultaneously over a full-duplex channel.

The benefits of using the VoIP function instead of a normal telephone conference:

- Reduce telephone charges.
- The convenience of talking through a headset.
- No special software required.
- The only requirement: All session partners must have a headset.

The moderator decides during the session who may participate in the VoIP transmission. He controls the granting of rights through the *Session* tray.

Every session participant can decide whether he would like to permit transfer of his speech signal. He does this by using the *on/off* buttons in the *VoIP* tray.

VoIP transmission occurs only with your approval. No session partner can hear you until you confirm that you wish to transfer your speech signal.

Requirements for VoIP transmission

In order to take advantage of the VoIP function, you will need a computer headset. We recommend testing whether the headset is correctly attached to your computer and properly configured before the session begins.

netviewer by CITRIX

On the moderator side

When you, as Moderator, open a session, transfer of your VoIP signal is deactivated in the *VoIP* tray.

- In the *VoIP* tray, click *on* to activate VoIP transmission.

VoIP transmission of individual session participants is controlled in the *Session* tray.

	VoIP transmission of this session participant is deactivated (*off*) in the *VoIP* tray. He can hear the other session participants, but his own VoIP signal is not transferred.
	VoIP transmission of this session participant is activated (*on*) in the *VoIP* tray. He can both speak and hear other session participants. If this session participant is currently speaking, the icon will blink.
	The moderator has revoked this session partner's speech rights or all full-duplex channels are in use. The session participant can hear the others, but not speak himself.

If ten people are already using VoIP transmission, newly arriving participants will initially be able to hear only, but not speak. However, the moderator can redistribute the full-duplex channels by going through the *Session* tray.

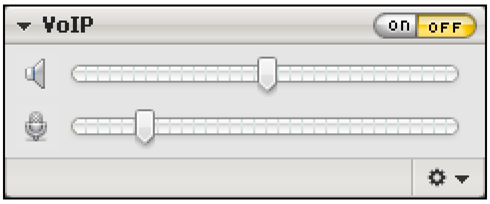
On the participant's side

When the participant enters the session, VoIP transmission is initially deactivated (*off* in the *VoIP* tray). If one of the full-duplex channels is available, the participant can activate transmission of his VoIP signal by clicking on the *on* button.

Functions in the VoIP tray

In the *VoIP* tray, each session participant can activate and deactivate his or her own speech transmission.

1. In the *VoIP* tray, click *on* in order to transmit your microphone signal to your session partner.



	The session participant can hear the others, but not speak with them.
	The session participant can hear the others and speak with them. For this to work, a free full-duplex channel must be available and the moderator must permit VoIP transmission.

2. Adjust the Volume and Microphone slide controllers to control the volume of *playback*  and *recording*  , respectively.

- or -

1. Click on the arrow in the lower right of the *VoIP* tray. 
➢ The context menu will open.
2. Click on *Multimedia settings*.
➢ The *Multimedia settings* dialog will open.
3. Use the two slide controls under *Audio* to adjust the volume and microphone levels.

Selecting and regulating a playback device

1. Click on the arrow in the lower right of the *VoIP* tray. 
2. Click on *Playback device*.
3. Select the playback device whose signal you wish to transfer to the session partner.

Selecting and regulating a recording device

1. Click on the arrow in the lower right of the *VoIP* tray. 
2. Click on *Recording device*.
3. Select the recording device whose signal you wish to transfer to the session partner.

Video transmission

Using the Video function integrated into Netviewer, you can view the Webcam videos of your session partners as well as activate and configure your own video transmission.

The *Participant videos* and *My video* trays in the Control panel are available for these purposes. The *Participant videos* tray can show up to ten videos simultaneously.

Video transmission occurs only with your approval. No session partner can see your video until you confirm that you wish to transfer your video signal.

Requirements for video transmission

To transfer video, you will need a Webcam. We recommend testing whether the Webcam is correctly attached to your computer and properly configured before the session begins.

If you do not have a Webcam, you can also display a static image (file format .bmp or .jpg) or a video (file format .avi or .mpeg).

On the moderator side

When you, as Moderator, open a session, transfer of Video is deactivated in the *My video* tray. The following cases are possible:

- A Webcam is attached to your computer. In the *My video* tray, click *on* in order to activate transmission.
- No Webcam is attached to your computer. Click on the arrow at the lower right of the tray. Select *Video source* and then *Image...* or *Video...* in order to transfer a static image or video file instead of a Webcam video stream.

Video transmission of individual session participants is controlled in the *Session* tray.

	Transmission of the session participant's video is deactivated (*off*) in the *My video* tray. His video is not visible to the other session participants.
	Transmission of the session participant's video is activated (*on*) in the *My video* tray. His video is visible to the other session participants.
	The moderator has generally forbidden video transmission for this session participant or all ten video channels are already occupied. The participant cannot activate video transmission.

On the participant's side

When the participant enters the session, video transmission is initially deactivated (*off* in the *My video* tray). If one of the ten video channels is available, the participant can activate transmission of his video signal by clicking on the *on* button.

Functions in the *My video* tray

In the *My video* tray, you can:

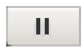
- deactivate and re-activate video transmission with on/off when a free video channel is available and the moderator permits transmission.
- select another video source through the menu at the lower right.
- interrupt and continue transmission when transmitting video from a Webcam.

Transmitting your own video

1. Open the *My video* tray and check in the *Video source* context menu to make sure the desired video source is selected. Transmission of video to the session partner is always initially deactivated.
2. Click on "*on*". 

3. Check the transmitted video and properly align the Webcam if necessary.

Interrupt transmission and transmit a static image

- In the lower left of the *My video* tray click on the *Activate still* button. 

To discard the static image and reactivate transmission:

- Click on the button *End still.* 

Transfer saved image or video

Instead of transferring the video from a Webcam, you can also transfer a static image (file formats .bmp or .jpg) or a video (file formats .avi or .mpeg) in the *My video* tray.

You can also use the video function in order to show your session partners video files. Select the video file (.avi or .mpeg) through the menu at the lower left corner of the *My video* tray. If the moderator permits transmission, the other session participants will be able to view the video in the *Video* tray. To view a larger version of the video, you can drag the *Participant videos* tray from the Control panel and enlarge it.

1. Click on the arrow in the lower right of the *My video* tray to open the *Multimedia settings* dialog.
2. In the upper left of the dialog under *Video* select the *Image...* or *Video...* option. The file-selection dialog opens.
3. Select an image file (.bmp or .jpg) or a video file (.avi or .mpeg) from your computer.

Refer to page 73 for more information about possible settings in the Multimedia dialog.

Functions in the *Participant videos* tray

You will see your session partners' videos in the *Participant videos* tray. Depending on how many participants transmit their videos, they will appear smaller or larger in the *Participant videos* tray.

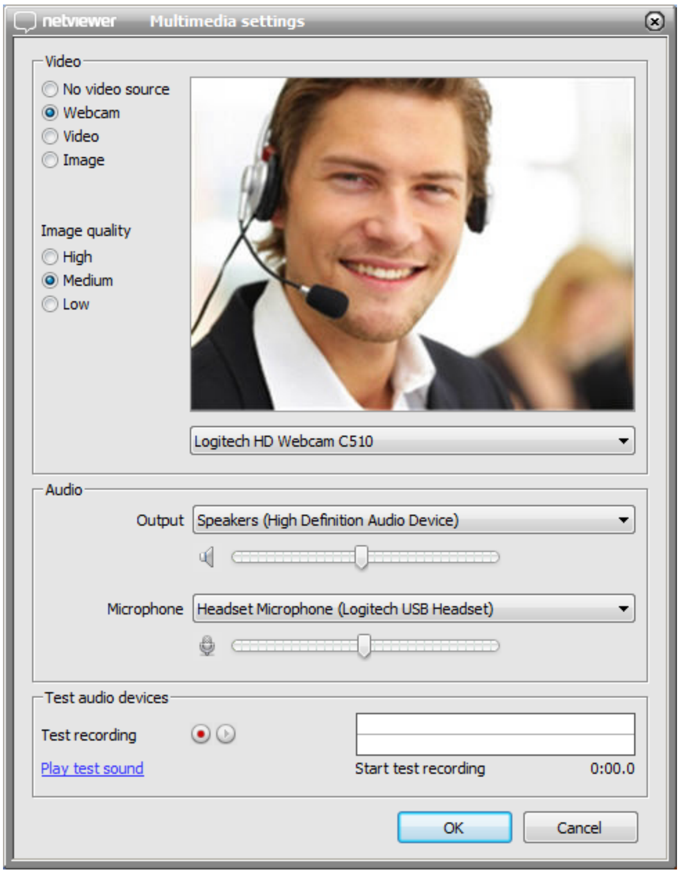
If you move your mouse onto a video, you will have access to the following functions:

Michael	Displays the participant's name.
	Make video smaller or larger.
	Locally pause transmission of the session participant's video.

You can drag individual videos from the Control panel, freely position them on your screen, or change their size as desired. Click on the desired video and drag it out of the *Participant videos* tray.

The Multimedia settings dialog

The multimedia settings dialog helps session participants configure their audio and video devices for use with Netviewer VoIP and video functions (available before and during the session).



Calling up the Multimedia settings dialog

There are two ways to call up the *Multimedia settings* dialog:

From the *VoIP* tray:

1. Open the *VoIP* tray.
2. Click on the arrow at the lower right.
3. Click on *Multimedia settings* in the context menu.

➢ The *Multimedia settings* dialog will open.

From the *My video* tray:

1. Open the *My video* tray.
2. Click on the arrow.
3. Click on *Multimedia settings* in the context menu.

➢ The *Multimedia settings* dialog will open.

Possible settings

In the *Multimedia settings dialog* under *Video* you can:

- Select a video file, an image, or a Webcam.
- Adjust the image quality of your Webcam.

Under *Audio* you can:

- Select output device and microphone.
- Mute the microphone and switch off output/audio.
- Test the audio devices by playing a test tone, making a test recording, and playing it back.

The buttons for transferring the image and video and for activating or deactivating the static image can be found in the My video tray.

Whiteboard

The *Whiteboard* function allows session participants to add drawings and marks (visible for everyone) onto the transferred screen.

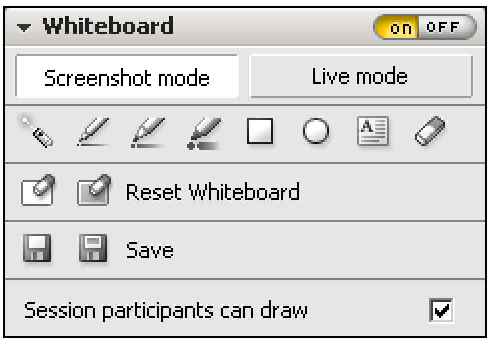
The session partner in Show mode can activate the Whiteboard as needed. Two modes are available in the *Whiteboard* tray:

- Screenshot mode: The screen freezes and all session participants can draw and make marks on the current screenshot.
- Live mode: Screen transmission continues without limitation and the screen retains all of its functionality. All session participants, except the participant in Show mode, can draw on the screen. The session partner in Show mode can only delete the drawings.

Drawings and markings in Live mode are nonpermanent. For example: if a newly opened window covers a drawing, the drawing will be deleted.

Activating Screenshot mode

1. Make sure that you are in Show mode.
2. In the *Whiteboard* tray, select *Screenshot mode*.
3. Activate the Whiteboard with *on*.

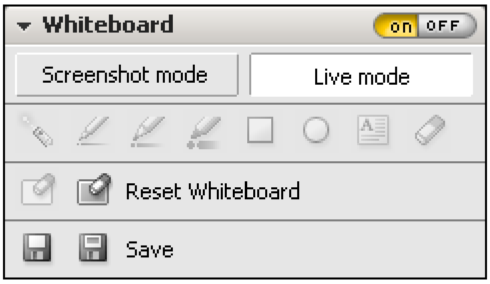


All session participants can now use the drawing tools. If you would like to prevent the other session participants from drawing on your screen, remove the check from next to *Session participants may draw*.

- Click on off to deactivate the Whiteboard.

Activating Live mode

1. Make sure that you are in Show mode.
2. In the *Whiteboard* tray, select *Live mode*.
3. Activate the Whiteboard with *on*.



The session participants in Watch mode can now use the drawing tools. In Show mode you can delete the drawings by clicking on the button *Reset drawing space*.

- Click on off to deactivate the Whiteboard.

Drawing tools and functions

	Generates a laser pointer while mouse button is depressed.
	Produces a thin line when you drag your mouse with the mouse button depressed.
	Produces a medium-thick line when you drag your mouse with the mouse button depressed.
	Produces a thick line when you drag your mouse with the mouse button depressed.
	Draws a rectangle when you drag your mouse with the mouse button depressed.
	Draws a circle/oval when you drag your mouse with the mouse button depressed.
	Hold the mouse button depressed and drag to create text field (available only in Show mode).
	Erases drawings and marks in the Netviewer window.
	Deletes the drawings and colors the entire screen white (available only in Show mode).
	Only deletes the drawings (available only in Show mode).

Saving the Whiteboard

Each session participant can save the Whiteboard as a graphical image at any time and while in either mode. File types bitmap (.bmp) and JPEG (.jpg) are available.

	Saves the image under the previously selected name. The first time the image is saved, the Windows *Save as* dialog will appear.
	Opens the *Save as* dialog so you can save the image under a new name.

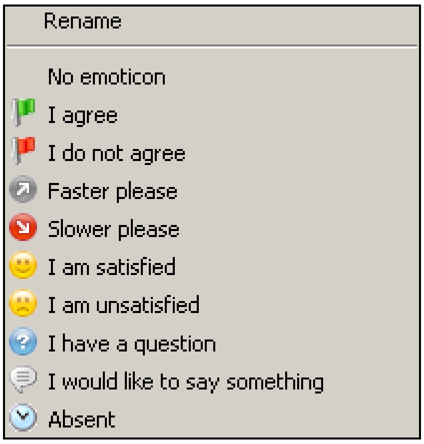
Session feedback with emoticons

In the *Session* tray you can use emoticons as a way to inform other session participants about your mood, your status, or your needs.

- Click on the arrow next to your name in the participant or moderator list and select the desired emoticon.

The emoticon will be visible for all session participants.

- To remove the emoticon, select No emoticon.

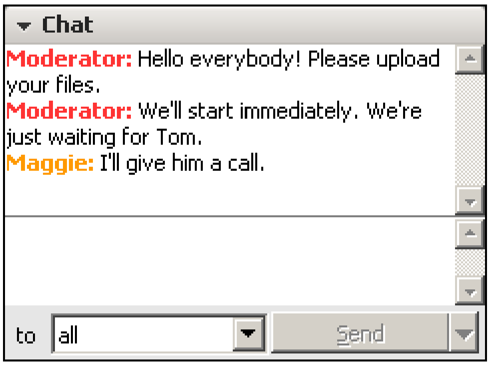


Chat

The chat function provides yet another way to communicate during a session: Use it to send written messages to all or only selected session partners. The chat record is always visible and traceable.

Writing a chat message to a session partner

1. Enter your text message in the lower field of the *Chat* tray.
2. Select the recipient(s) from the drop-down menu.
3. To send the message click on *Send* or press *Enter* on your keyboard. The message will appear above in the chat record.



If you would like to insert a line break in your chat message, press [Alt] + [Enter].

Copying the chat record onto the Windows clipboard

- Right-click on the chat record and select *Copy chat content to clipboard* from the context menu.

Send a link through Chat tray (only on moderator side)

The *Chat* tray allows you to send a link to the participant. You can use this to direct the participants to a web site, FTP site, or network path to which they have access.

1. Enter the link (for example: www.netviewer.com) in the *Chat* tray's text field.
2. Click on the small arrow next to the *Send* button and select *Send link.*

The participants will then see a dialog box. The participants can open the link directly in a browser or cancel the process.

You can also send several links at a time or send a message with a link, such as "For more information visit www.netviewer.com or www.google.com".

Telephone conference

An telephone conference can take place at the same time as any Netviewer Meet session. The session participants can dial in to this telephone conference. During the session the Telephone conference tray contains information for dialing in and information on the related charges.

You must have a telephone with tone dialing to dial in to an telephone conference.

The dial-in numbers for Spain, Italy, Ireland, Poland and Austria are not reachable from foreign countries or from mobile telephones. The other numbers can be reached from mobile telephones or from foreign countries by first dialing the country code.

If your country is not included on the list or if the number cannot be reached with a mobile phone, you can dial in to the conference using the numbers for the United States. International dialing charges will apply. The amount of these charges will depend on your telecommunications providers' rates must have a telephone with tone dialing to dial in to an telephone conference.

Dialing in as the conference leader

As the moderator, you can dial in to the telephone conference as the conference leader. This will give you expanded rights.

1. Enter into your telephone the dial-in numbers of the country in which you are located.
2. Follow the prompt’s instructions. The PIN that you must enter in order to dial in to the telephone conference is the same as the session number. When entering the PIN, add two asterisks in front of the session number (e.g. **123456789) and confirm the following query with 1.

Dialing in as participant

1. Enter into your telephone the dial-in numbers of the country in which you are located.
2. Follow the prompt’s instructions. The PIN that you must enter in order to dial in to the telephone conference is the same as the session number.

If you are the first to enter the telephone conference, you will hear music. When at least two participants are dialed in, you can talk to each other.

Functions during the telephone conference

During the telephone conference, you have access to the following options through your telephone:

##	**Mute everyone (function reserved for conference leader)** By pressing the keys "##", a moderator who has dialed in as the conference leader can mute all of the other session participants. All of the session participants will then hear only the moderator.
##	**Deactivate the mute function (function reserved for conference leader)** Press the keys "##" again to deactivate the mute function.
#6	**Muting yourself** A session participant can mute or unmute his or her own microphone by pressing the keys "#6". You will be able to hear the other session participants, but they will not be able to hear you.
#1	**Number of participants** You can call up the number of session participants by pressing the #1 keys.
#2	**Roll Call** You can replay the names of all session participants (recorded when they dialed into the telephone conference) by pressing the keys "#2". All participants will hear the number of participants and the Roll Call.
#3	**Block** You can block or unblock the telephone conference by pressing the keys "#3". Blocking prevents additional persons from dialing in to the telephone conference.
Hang up	**Ending the telephone conference** Simply hang up when you would like to leave the telephone conference. When a session participant hangs up, his or her name will be announced. The telephone conference ends when the final participant hangs up.

Exit session

All session partners, whether they are the moderator, co-moderator, or a participant, can leave the Netviewer session at any time.

- If the moderator exits the moderator program, he will also close the session. If the moderator had previously selected a co-moderator, the session will remain in effect.
- If the co-moderator closes the participant program, he will leave the session. The session will remain open for as long as the moderator is in the session.
- If a participant closes the participant program, he will leave the session. However, the session will remain open and the remaining session partners can continue working.

In show mode:

- Click on the X in the Mini-panel.

In watch mode:

- Click on the X in the Netviewer window.
- Or close the Netviewer task in the Windows taskbar.

The session partners can also click on *Exit* in the context menu of the Netviewer icon in the Windows system tray.

After exiting, the Exit dialog will appear.

Netviewer will not leave behind any files or make any changes to the participant's system after the session is over. However, the Participant program can be specially configured to create log or recording files.

By default, Netviewer will generate a log file on the moderator's side that contains information from the previous session. Refer to the section „Logging“ on page 82. If the Session recording function is activated, the moderator program will create a recording file in .nvl format. Read more about this in section "Recording function" on page 39.

Netviewer deposits a variety of information in encrypted form in the Windows registry. This will include, for example, login data saved by the moderator, the most recently used audio and video devices, and the positions of windows.

Functions for Netviewer Administrators

As a Netviewer Portal Administrator (Portal Admin), you have access to the following functions in the MyNetviewer customer portal:

- administer licenses and users
- activate and deactivate program functions and settings in the form of profiles for specific users
- customize the text of e-mail invitations to your requirements
- view usage statistics for all users

Registering in the MyNetviewer customer portal

1. You will receive an e-mail with a registration link.
2. Click on the link.
3. To register in the MyNetviewer customer portal, enter your e-mail address and select a password.
4. Fill in your contact information.

Signing on to the MyNetviewer customer portal

1. Enter https://my.netviewer.com into your browser.
2. Enter your e-mail address and password here.
3. Click on *Login*.

Netviewer user administration

User administration in the MyNetviewer customer portal provides functions for authenticating and authorizing users. With user administration you can do the following things:

- Use the login with e-mail address and password to confirm a user's identity and limit his or her access to Netviewer.
- Assign rights to specific Netviewer users.
- Assign users to specific licenses.

Contracts, licenses, users, roles, and profiles

Netviewer user administration is based on the concepts of contracts, licenses, users, roles, and profiles.

What is a contract?

A contract is bound to a Netviewer customer and a single product (Netviewer Meet or Netviewer Support, etc.) and includes one or more licenses for the use of this product. The number of licenses depends on how many licenses your organization purchased from Netviewer AG.

What is a license?

A Netviewer license gives a specific, uniquely identifiable user authorization to use Netviewer.

What is a user?

A user is a person who uses his/her registration data (e-mail address and password) to access his or her user account in the MyNetviewer customer portal. Assuming a license has been assigned, a user is able to start Netviewer sessions.

What is a role?

A role provides authorization to perform certain actions in Netviewer. In user administration, you can assign roles to a user, thereby giving the person the right to access user administration and view online invoices, for example. A user may have several roles and a role may be assigned to many different users.

What is a profile?

A profile contains a customized configuration of a variety of session settings. Authorized users can select a profile in the start dialog before each session starts.

Profiles can be administered in profile administration through the MyNetviewer customer portal. This is related to user administration to the extent that you release profiles for users from within profile administration.

User administration

User administration offers you the following functions:

- You can give users a variety of rights, thereby controlling which functions they can access within the Netviewer products and the MyNetviewer customer portal.
- You can create, edit, and delete users at any time.

Opening user administration

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *User administration*.

➢ A summary of previously created users will appear.

User administration interface

Add user...	Add more users to User administration.
Edit...	Obtain a detailed view of the user's data.
Contract assignment...	Give users licenses by assign them to contracts
Delete...	Delete selected users from user administration and the MyNetviewer customer portal.
Name	Users that have already been created.
Contract	Click on the name of the user to see which contracts have been assigned to that user.
Role	The role(s) currently assigned to the user.

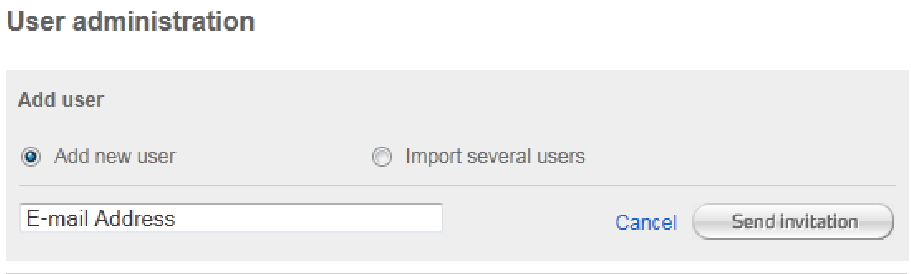
Setting up Netviewer user administration

Manually create or import a new user

If you wish to create new users, you can do this manually or import a list of users from a CSV file.

Creating a new user manually

1. Click on *Add user* in user administration.
2. Select *Add new User*.
3. Enter the new user's e-mail address.



4. Click on *Send invitation*.

➢ The user now appears in the list of users.

5. The user will receive an e-mail with a link to the MyNetviewer customer portal.

6. Assuming a license has been assigned, the new user will be able to use Netviewer as soon as he or she has registered in the MyNetviewer customer portal (by clicking on the e-mail link).

Please note that e-mail addresses are unique within the Netviewer system, i.e. an e-mail address may be assigned to only one user administration account. When a user has been added to a user administration account, it will not be possible to add that user directly to another user administration account that is managed by a different organization or department, for example. If this is attempted, the user will receive an e-mail invitation to be transferred to the new system. If he accepts the invitation, he will be added to the new user administration account and deleted from the original account. At the same time, he will lose any Netviewer licenses that were available through the original user administration account. A user can be transferred to another user administration account only if that user is not the last remaining Portal Admin.

Importing users

The import function is useful for creating large numbers of users quickly.

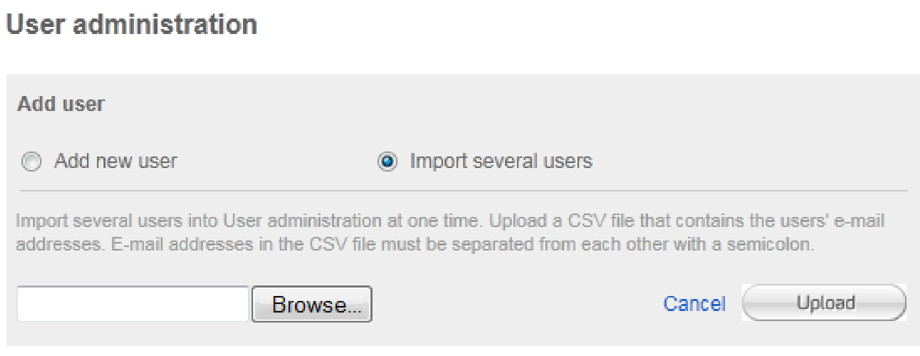
1. To do this, create a CSV file with the following format:

• Separate e-mail addresses with a semicolon, as follows:

2. In user administration click on *Add user*.

3. Click *Import several users.*

4. Click on *Browse…*.



5. In the "Open file" dialog that appears, select the CSV file that contains the users' e-mail addresses.

6. Click on "*Open*".

7. Click on *Upload* to start the import process.

- After the import is complete, you will see the imported e-mail addresses in the list of users. A message will appear above the list to tell you if the import process was successful or not.

Imported users will initially not have access to the programs automatically. You must first assign a license to them.

Deleting a user

1. In the user list, select the users that you wish to delete.
2. Click on *Delete...* and acknowledge the subsequent query.

When deleting users, be aware that the last remaining user in user administration to have the Portal Admin role cannot be deleted. Only after having assigned the admin role to another user can he delete himself.

Netviewer Licenses

In most cases, a user receives one license that is reserved for him at all times and cannot be used by other people.

Assigning licenses

In order to utilize the full number of licenses purchased from Netviewer, you must enter the appropriate number of users into the user administration system and assign each of those users to the desired contract.

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *User administration*.

➢ A summary of users will appear.

3. Select the users that shall be assigned a license
4. Click on the button *Contract assignment*.
5. Select the contract(s) that you wish to assign to the users.
6. Click on *assign*.

➢ The users can now access the licenses they have been assigned

Revoke licenses

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *User administration*.

➢ A summary of the available contracts will appear.

3. Click on the button *Contract assignment*.
4. Select the users whose license(s) you wish to revoke.
5. Select the contracts that contain the licenses you wish to revoke.

6. Click on *Remove*.
7. The users will no longer have access to those licenses.

A user (an e-mail adress) can be assigned to only one contract for each product type. A user can thus be assigned to a Netviewer Support and a Netviewer Meet contract and receive a single license for each of the products. He CANNOT, for example, be assigned to two Netviewer Meet contracts at the same time and use two Netviewer Meet licenses.

Expand a contract

If you would like to purchase additional licenses, proceed as follows:

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *My contracts*.
   - ➢ A summary of the available contracts will appear.
3. Click on the contract to which you wish to add additional licenses.
4. Click on *Upgrade* under the *Contract* section.
5. Follow the instructions on our portal pages.

Netviewer roles

The MyNetviewer customer portal provides for two contract-independent roles and two contract-specific roles for Netviewer Meet.

Contract-independent roles

Contract-independent roles are based on all Netviewer contracts and products within a user account in the MyNetviewer Customer Portal:

Role	Description
Portal-Admin	Primarily contains the authorization to do the following in the MyNetviewer Customer Portal: • Manage users, licenses and profiles • View and evaluate the usage statistics for all users of a contract.
Invoices	Includes the authorization to view and download online invoices.

Contract-specific roles

Contract-specific roles pertain to a certain contract and must be assigned separately for each contract.

Role	Description
User	Primarily contains the authorization to start a Netviewer session.
Assistant	Contains the authorization to view planned webinars for all uses of a contract in the *Planned webinars* overview.

Starting a session is possible only if the user has been assigned the role of *User* and a corresponding license has been assigned.

Comparison of the authorizations of the roles:

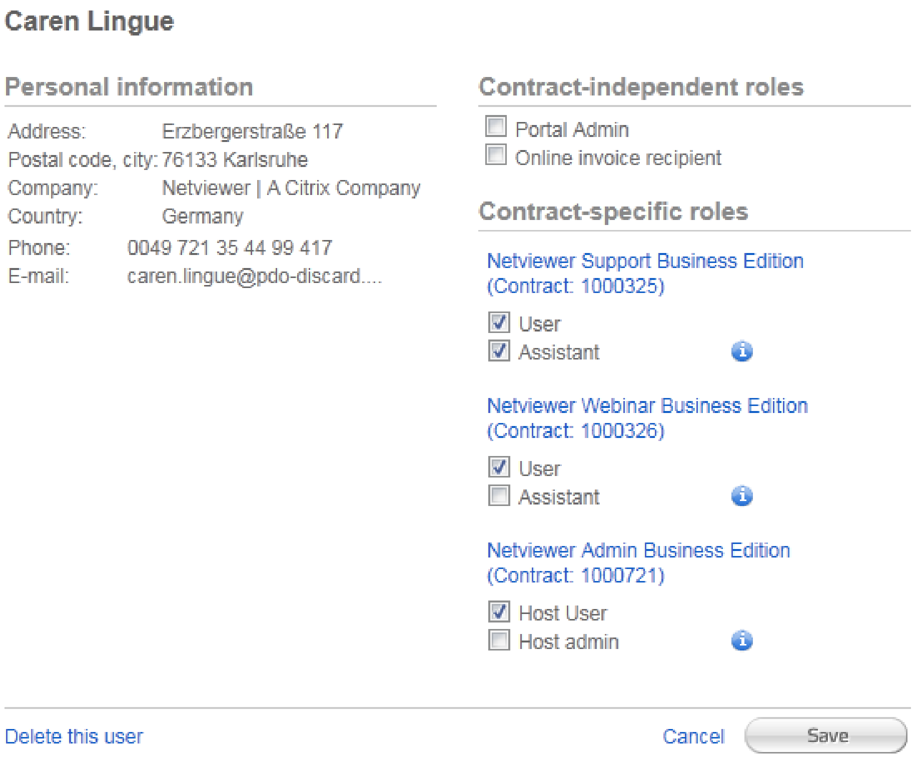
Function: / Role:	User without license	User	Assistant	Portal Admin	Invoices
Portal navigation: Overview, My account Download, Help	YES	YES	YES	YES	YES
Start sessions	NO	YES	YES	Only if assigned license and role of “User”	Only if assigned license and role of “User”
Participate in sessions	YES	YES	YES	YES	YES
My contracts	(YES) Overview only, no functions	(YES) Overview only, no functions	(YES) Overview only, no functions	YES	(YES) Overview only, no functions
Administer profiles	NO	NO	NO	YES	NO
Customize e-mail invitation texts	NO	NO	NO	YES	NO
Customize teleconference settings	NO	NO	NO	YES	NO
Administer users	NO	NO	NO	YES	NO
Assign roles	NO	NO	NO	YES	NO
View usage statistics for own license	NO	YES	YES	Only if assigned license and role of “User”	Only if assigned license and role of “User”
View usage statistics for all users	NO	NO	NO	YES	NO
View and download online invoices	NO	NO	NO	Only if assigned role of “Invoices”	YES
View user’s own planned sessions in the session planner of the program	NO	YES	YES	Only if assigned license and role of “User”	Only if assigned license and role of “User”
View planned sessions for other users of the contract in the session planner of the program	NO	NO	YES	Only if assigned role of “Assistant”	Only if assigned role of “Assistant”

The first user in an organization to register with the MyNetviewer customer portal will have the Portal Admin role. All subsequent users who register will be automatically given the User role.

The Portal Admin role can be assigned to as many users as desired; there is no limit on the number of Portal Administrators in a Netviewer user administration system.

Assigning roles

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *User administration*.
➢ A summary of previously created users will appear.
3. Select a user to whom you want to assign a role
4. Click on the button *Edit*.
5. Under *Role* select the roles you want to assign.
6. Click on *Save*.



When deleting users, be aware that the last remaining Portal Admin cannot be deleted. He must first assign the admin role to another user before he can delete himself.

Administering profiles

Profile administration in the MyNetviewer customer portal gives you the ability to adjust and customize session settings. For example, you can define if the recording function is activated when the session starts or specify which trays will be visible. If a moderator has access to a custom profile named "Meeting" (for meeting purposes, for example), then he will receive the *Meeting* button in the start dialog.

Users for whom no profiles have been made available will not have the ability to start a Netviewer session.

What are the benefits of working with profiles?

- Configure Netviewer to handle specific scenarios that occur regularly.
- Customize Netviewer for users who have special needs.
- Save time during the session (for example: by activating session recording, adapting the selection of applications).

Examples of profiles:

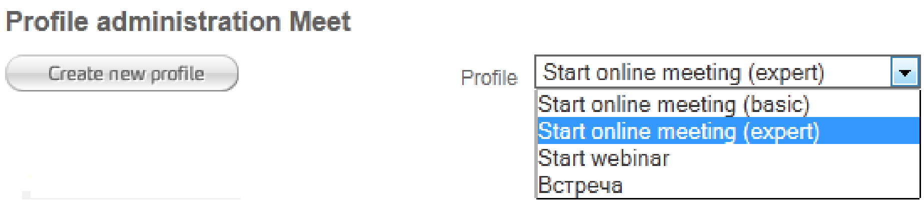
- Create a "Training" profile with only the minimum required functionality in order to avoid distractions.
- In the *Start online meeting (expert)* profile, the session participants have access to the full range of functions so they can take advantage of every possible means of communication.

Opening Profile administration

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *My contracts*.
➢ A summary of your licenses will appear.
3. Click on the contract you would like to edit or for which you would like to create a profile.
4. Click on *Profile administration* under the *Profiles* section.
➢ Profile administration will open.

Profile administration interface

The drop-down menu contains a list of existing profiles.

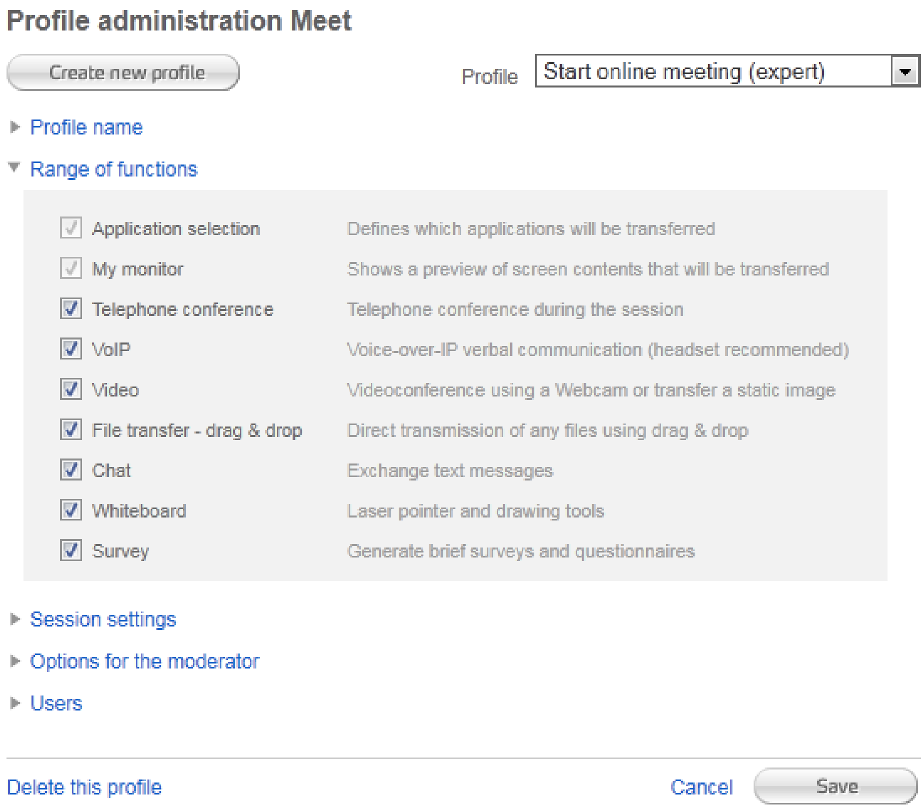


The first option is the *Start online meeting (basic)* profile. The profiles *Start online meeting (expert)* and *Start webinar* are further down on the list. Any customized profiles that you have created will appear next.

Name	Description
Start online meeting (basic)	This profile contains the basic functions needed for an online meeting.
Start online meeting (expert)	This profile contains all available functions.
Start webinar	This profile contains all available functions and starts the session in Event mode; participants are in Theater mode (see page 63).

You can customize the above-mentioned default profile at any time to accommodate the users' needs.

After selecting a profile from the drop-down menu, you can modify settings under the *Range of functions*, *Session settings*, *Options for the moderator* and *Users* sections of profile administration. Refer to the following pages for more information about these settings.



Range of functions section

Sometimes it can be useful to hide functions in the Netviewer Control Panel in order to keep the interface well organized or minimize distractions.

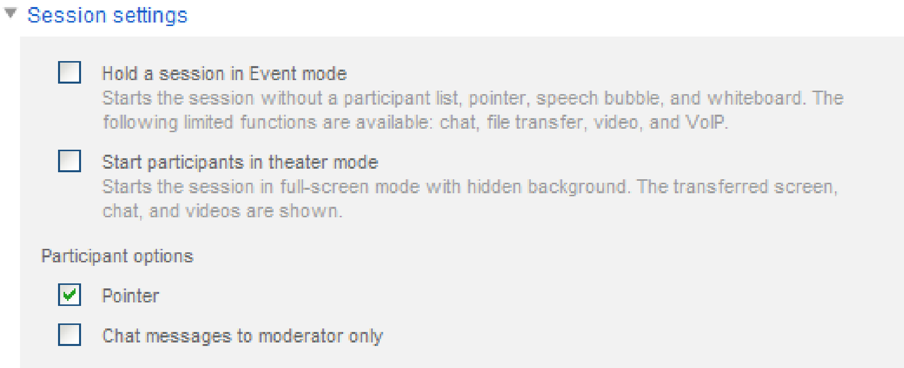
- To hide a function in the Netviewer Control Panel, remove the check from the box next to the function name.

▼ Range of functions

☑	Application selection	Defines which applications will be transferred
☑	My monitor	Shows a preview of screen contents that will be transferred
☑	Telephone conference	Telephone conference during the session
☑	VoIP	Voice-over-IP verbal communication (headset recommended)
☑	Video	Videoconference using a Webcam or transfer a static image
☑	File transfer	Direct transmission of any files
☑	Chat	Exchange text messages
☑	Whiteboard	Laser pointer and drawing tools
☑	Survey	Generate brief surveys and questionnaires

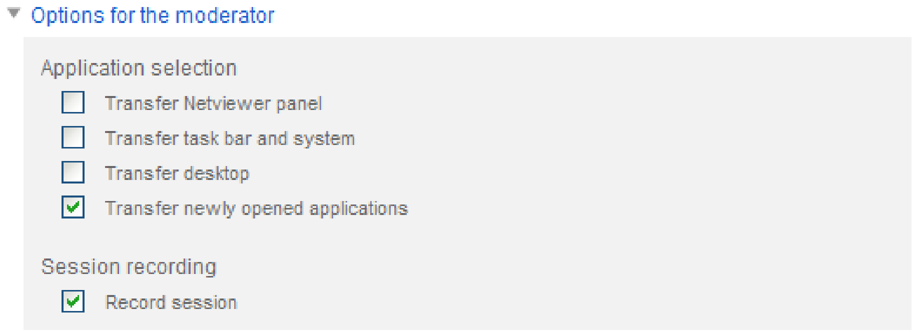
Session settings section

The session settings section permits alteration of a few central settings that are normally permanently defined in your Netviewer program's configuration.



Option	Description
Hold a session in Event mode	Every session that is started with this profile will be held in Event mode.
Start participants in theater mode	Every time a session is started with this profile, the participant program will start in Theater mode.
Pointer	With this function, session participants can click to produce a pointer on the transferred screen in the Netviewer window.
Chat messages to moderator only	Chat messages will be sent to the moderator only. This option must be deactivated in order to allow the participants to send chat messages to each other.

Moderator options section



Option	Description
Application selection	Application selection specifies which applications and screen elements the participants will see when you show your screen. Refer to the "Application selection" section on page 55 for more information about selecting applications.
Session recording	Use this option to activate and deactivate session recording.

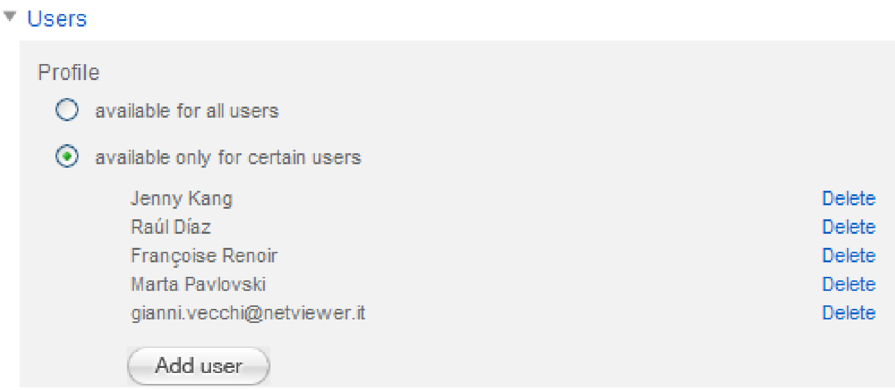
Users section

In the *Users* section you can define which users may use the profile. A newly created profile is available for all users by default.

Making a profile available only for certain users

1. Select from the drop-down menu the profile you wish to edit.
2. Activate the option *available only for certain users*.

➢ A list of all users will be displayed.



3. Remove the users who may not have access to the profile.
4. To make the profile available again for the user, click on *Add user*.

Administering profiles

Create a new profile

1. Open profile administration
2. Click on *Create new profile*.
3. Enter a name for the new profile.
4. Edit the profile under sections *Range of functions*, *Session settings*, *Options for the moderator* and *Users*.
5. Click on *Save*.

Editing an existing profile

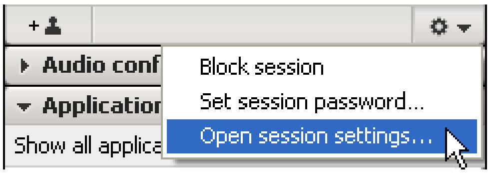
1. Select from the drop-down menu the profile you wish to edit.
2. Edit the profile under sections *Range of functions*, *Session settings*, *Options for the moderator* and *Users*.
3. Click on *Save*.

Delete a profile

1. Select from the drop-down menu the profile you wish to delete.
2. At the bottom, click on *Delete this profile*.

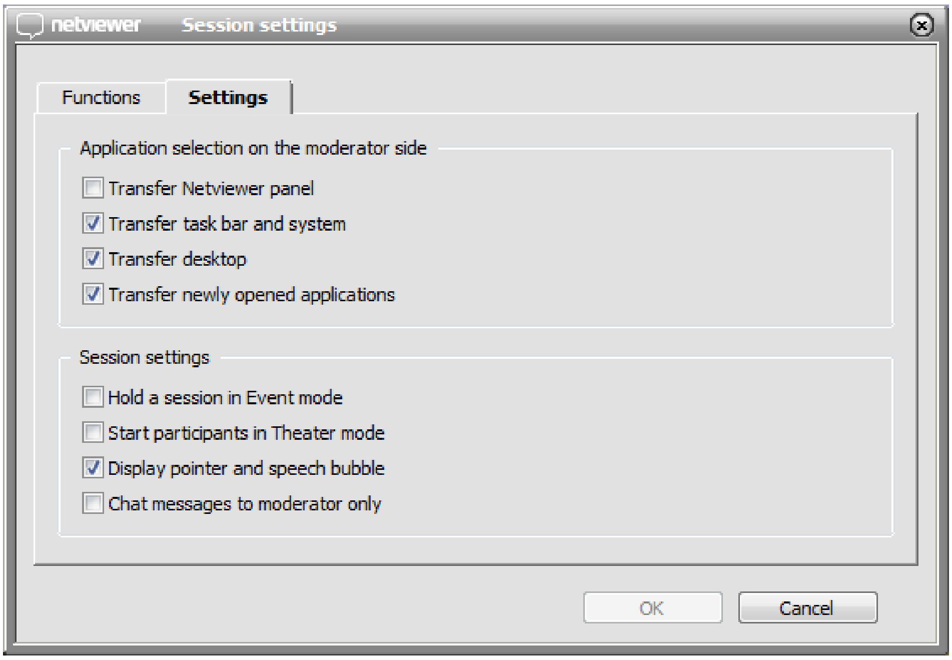
Temporarily change a profile while a session is ongoing

1. While a session is ongoing, click on the arrow at the bottom right of the *Session* tray in the Netviewer Control Panel. When the menu opens, select *Open session settings…*.



➢ The *Session settings* window will open.

2. Perform the desired changes on the *Functions* and *Settings* tabs.



3. Click on *OK* to use the modified settings for the current session.

Changes that you make in the Netviewer program during an ongoing session are valid for that session only. The default settings will be reset when the session is over.

Customizing the e-mail invitation text and teleconference

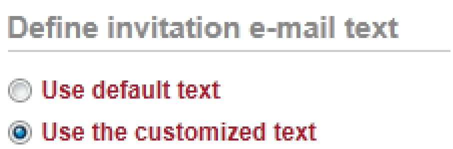
In the MyNetviewer customer portal you have the opportunity to customize the text of your e-mail invitations (see page 30) and the teleconference settings for the telephone conference tray (see page 55) to meet your requirements.

E-mail invitation text

Open the e-mail invitation template

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *My contracts*.
➢ A summary of the available contracts will appear.
3. Click on the contract whose e-mail invitation text you would like to customize.
4. Click on *Invitation text* under the section *E-mail invitation and teleconference*.
➢ The template for the e-mail invitation will open.

Two different options are available:



Option	Description
Use default text	The default template text provided by Netviewer will be used.
Use the customized text	Your customized template will be used.

The standard text that you define will be used for all program languages. To use a multilingual e-mail invitation, insert your translations into the customized template text.

Customize the e-mail invitation template

1. Open the template for the e-mail invitation (see page 100).
2. Select the option *Use the customized template.*
3. Edit the template text in the text field.
4. Click on *Save*.

Placeholder

When creating your invitation text, you can use the placeholders below. When Netviewer generates the actual invitations, it will automatically replace these placeholders with the relevant information.

Placeholder	is replaced by:
<SESSION_LINK>	Invitation link to the participant program
<SESSION_PW>	Session password you selected
<SESSION_NO>	9-digit sesson number
<SESSION_DATE>	Date and duration of session
<TELCO_NO>	Country, Telephone numbers, teleconference charges
<TELCO_INFO>	Default text: „Your session number is: x“, modify text under „Teleconference settings”

Placeholders can be used multiple times in the text.

Reset customized template to the default Netviewer template

1. Activate the *Use default text* option.
2. Click on *Save*.

Teleconference settings

Open conference settings

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *My contracts*.
➢ A summary of the available contracts will appear.
3. Click on the contract you would like to edit or for which you would like to create a profile.
4. Click on *Teleconference settings* under the section *E-mail invitation and teleconference*
➢ The template for the teleconference will open.

Two options are available:

Option	Description
Use Netviewer telephone conference	The telephone conference solution provided by Netviewer will be used.
Use your own telephone conference solution	Your own telephone conference solution will be used.

Customize teleconference settings

1. Open the template for the teleconference (see page 55)
2. Select the option *Use your own telephone conference solution*.
3. Enter your information into the fields *Country*, *Telephone number* and *Charges*.
4. Click on *Save*.

Your entries will be used for all program languages.

It is not necessary to fill out all lines.

In each line used, the "Country" field is mandatory.

Your entries will appear in the telephone conference tray and in the invitation texts in the order you entered them (placeholder <TELCO_NO>).

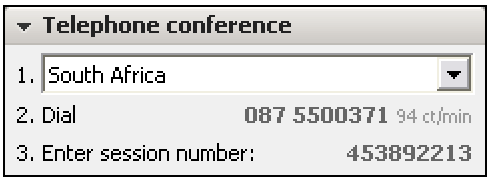
Changing the placeholder <TELCO_INFO>

The <TELCO_INFO> placeholder will replace the third point (3.) in the step-by-step instructions in the e-mail invitation and in the telephone conference tray.

Example of e-mail invitation:

```
2. Follow the instructions.
3. Your session number is: 192766781
```

Example of telephone conference tray:



If you have selected the option *Use your own telephone conference solution, the field "Customization of placeholder <TELCO_INFO> must be filled out.*

Reset your own telephone conference solution back to the Netviewer teleconference

1. Activate the *Use Netviewer teleconference* option.
2. Click on *Save*.

Logging

TXT log file

When a session is established the moderator program generates a text file with the log entries. The log file is stored in the same directory as the moderator program.

Log entries for each new session are written at the end of the file.

Netviewer Usage statistics

The usage statistics in the MyNetviewer customer portal provide an overview of the number and duration of sessions that are held by dedicated users within a certain period of time with a certain contract.

Open usage statistics

1. Sign on to the MyNetviewer customer portal.
2. In the right column click on *Usage statistics*.
   ➢ A summary of the available contracts will appear.
3. Click on the contract whose usage statistics you would like to view.
   ➢ The usage statistics for the selected contract will be displayed.

Only the Netviewer administrator has a global overview of usage statistics of all users under a contract. Users with the role "User" can view only their own usage statistics.

Glossary

Application selection

Module in the control panel which in show mode enables detailed selection of the applications and screen elements that are transferred to the session partners.

Clip

Grip for extending and retracting the Netviewer Control panel in watch mode.

Control panel

Extendable and retractable Netviewer program panel on the moderator and participant side that provides access to various Netviewer functions through the trays.

Desktop sharing

Transfer of one computer's screen contents to another, distantly located computer. The moderator grants show rights and thereby decides who will show his or her screen.

Drag & drop

Drag objects (such as files) across the screen by holding down the left mouse button and allow the object to drop in a new location by releasing the mouse button.

Event mode

Session mode for large numbers of participants; The functions available in the participant program are limited.

Mini-panel

Central component of the Netviewer program interface which makes the basis functions and most important indicators visible and accessible at all times. Clicking on the Mini-panel extends and retracts the control panel.

Moderator

User/role in Netviewer Meet who/which initiates the session through the moderator program and also performs the controlling function during the session.

Moderator program

Netviewer Meet program with which the moderator can initiate a session. In the standard configuration the moderator program contains more functions than the participant program.

My monitor

Tray in the Control panel that shows you a miniaturized version of how the other session partners view your screen when you are in show mode.

Netviewer NetPlayer

Application available in combination with the recording function; used to replay session recordings in the *.nvl file format.

Netviewer window

The grey-bordered window in which the screen of the session partner who is currently showing his screen is visible.

NVL

Proprietary file format of the session recordings which is generated during a session when the recording function is activated. Can be replayed only in Netviewer NetPlayer.

Participant

User/role in Netviewer that the Netviewer participant program uses. The participant is invited to a session by the moderator and can participate in the session.

Participant program

The Netviewer program that the participant uses in order to enter a session started by the moderator.

Password

Password with which the moderator must authenticate himself when starting the moderator program. Protects the moderator program from unauthorized access.

Pointer

Arrow-shaped pointing instrument that a Netviewer user can use in watch mode without remote control. If he clicks in the Netviewer window, an arrow with his name will appear at this position on the user's screen. The pointer is visible also for the other session partners.

Profile

Custom session configuration that the moderator can use to start a Netviewer session. Profiles are defined in the profile administration area of the MyNetviewer customer portal.

Profile administration*

Additional module in the MyNetviewer customer portal for creating and administering profiles. When the Netviewer user has the proper authorization, a link to Profile administration will be available on the start screen.

Quality corner

Indicator (green, striped, who are gray circle) in control panel, Mini-panel, and Netviewer window frame which shows the progress of the screen transfer.

Recording function

Additional functionality that enables recording of sessions in the .nvl file format. Session recordings can be replayed with Netviewer NetPlayer.

Remote control

The moderator can grant a session partner the right to control another session partner's computer (who is in show mode) through mouse and keyboard entries.

Role

A method for administering users that allows the Netviewer administrator to grant users specific rights in Netviewer. Users are assigned roles in the user administration area of the MyNetviewer customer portal.

Security key

Key (by default [F11]) that the session partner in show mode can use to immediately revoke from the user in watch mode remote-control rights when remote control is activated.

Session

Netviewer Meet session, which the moderator initiates and one or several participants can enter. Also a tray in the control panel with centralized information and functions related to session management.

Session number

Nine-digit session number generated randomly by Netviewer that uniquely identifies a session and through which the connection between moderator and participants is established.

Session password

Password that the moderator can define in the Session planner in order to additionally protect the session. When logging in to the session the participants must provide the session password.

Session planner

Additional module for planning and organizing Netviewer sessions. Only the authorized moderator has access to the session planner.

Show mode

The mode in which a user’s screen is transferred to the session partners. At the beginning of a session the moderator is always in show mode. The participants are in watch mode.

Splash screen

Wait window that appears on the screen as Netviewer starts.

Start dialog

Program interface on the moderator's side before a session starts. From here he can plan and start sessions.

Taskbar

Bar at the lower edge of the desktop which provides access to the program selection menu, displays icons of currently running programs, and displays the date and time.

Theater mode

Expansion of full-screen mode, where only the transferred screen, the session partners' videos and the chat window are shown in front of a black background. Useful for meetings and training sessions where you wish to minimize distractions for the participants by hiding other applications.

Tray

An extendable and retractable section of the control panel that provides access to a single Netviewer function (such as video transmission or file transfer). Some trays can be opened or closed through profile administration in the MyNetviewer customer portal.

User administration

Additional module in the MyNetviewer customer portal that provides user administration functions when using the e-mail address and password authentication method.

VoIP

Tray in control panel for activating and regulating speech transmission via voice over IP. Speech transmission is coupled with video transmission and is controlled centrally by the moderator.

Watch mode

The mode in which a session participant can view another session partner’s screen. By default the participants start in watch mode and see the moderator's screen.

Contact

Netviewer AG | A Citrix Company

Erzbergerstraße 117
76133 Karlsruhe

Tel.: +49 (0) 721/35 44 99-0
Fax: +49 (0) 721/35 44 99-300

www.netviewer.com
info@netviewer.com

International Support:

support@netviewer.com
Tel.: +49 (0) 721/35 44 99-999

Third-party components

Please note that this software also contains third-party software, specifically open source software. Following is an overview of these components:

adCpuUsage	%%The following software is included in this product: adCpuUsage ; Copyright (C) 2000 by Alexey A. Dynnikov <aldyn@chat.ru>; Use of any of this software is governed by the terms of the license below: AdCpuUsage license; http://www.aldyn.ru/products/cpu_usage/index.html ; Code Reference: http://www.aldyn.ru/products/cpu_usage/index.html .-
as3corelib	%%The following software is included in this product: as3corelib ; Copyright (c) 2008, Adobe Systems Incorporated ; Use of any of this software is governed by the terms of the license below: BSD License; http://www.opensource.org/licenses/bsd-license.php ; Code Reference: https://github.com/downloads/mikechambers/as3corelib/as3corelib-.93.zip .-
Base64_Java	%%The following software is included in this product: Base64_Java ; Robert Harder; Use of any of this software is governed by the terms of the license below: The software is Public Domain; http://iharder.sourceforge.net/current/java/base64/ ; Code Reference: http://sourceforge.net/projects/iharder/files/base64/2.3/ .-
Boost C++ Libraries	%%The following software is included in this product: Boost C++ Libraries ; Copyright Beman Dawes et al, 2008; Use of any of this software is governed by the terms of the license below: Boost Software License, Version 1.0; http://www.boost.org/LICENSE_1_0.txt ; Code Reference: http://sourceforge.net/projects/boost/files/ .-
Crypto++	%%The following software is included in this product: Crypto++ ; Compilation Copyright (c) 1995-2010 by Wei Dai. All rights reserved.; Use of any of this software is governed by the terms of the license below: Crypto++ compilation license; http://www.cryptopp.com/License.txt ; Code Reference: http://www.cryptopp.com/#download .-
DEC 3.0	%%The following software is included in this product: DEC 3.0; Copyright (c) 1999 by Hagen Reddmann; Use of any of this software is governed by the terms of the license below: DEC 3.0 license; http://code.google.com/p/delphidec/downloads/detail?name=DEC_v3.0.zip ; Code Reference: http://code.google.com/p/delphidec/downloads/detail?name=DEC_v3.0.zip .-
DEC 5.1	%%The following software is included in this product: DEC 5.1; Copyright: Hagen Reddmann HaReddmann at T-Online dot de; Use of any of this software is governed by the terms of the license below: DEC 5.1 license; http://code.google.com/p/delphidec/downloads/detail?name=DEC_v5.1c.zip ; Code Reference: http://code.google.com/p/delphidec/downloads/detail?name=DEC_v5.1c.zip .-
Delphi BT MemoryModule	%%The following software is included in this product: Delphi BT MemoryModule ; Copyright (c) 2005-2010 by Martin Offenwanger / coder@dsplayer.de; Use of any of this software is governed by the terms of the license below: Mozilla Public License 1.1 (MPL 1.1); http://www.mozilla.org/MPL/MPL-1.1.html ; Code Reference: http://code.google.com/p/memorymodule/downloads/detail?name=BTMemoryModule_0.0.4.zip&can=2&q= .-

DSpack	%%The following software is included in this product: DSpack ; Copyright (C) Microsoft Corporation. All rights reserved. Copyright (C) 2002 Henri GOURVEST; Use of any of this software is governed by the terms of the license below: Mozilla Public License 1.1 (MPL 1.1); http://www.mozilla.org/MPL/MPL-1.1.html ; Please see section 7 of the license regarding the "DISCLAIMER OF WARRANTY. COVERED CODE IS PROVIDED UNDER THIS LICENSE ON AN "AS IS" BASIS, WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES THAT THE COVERED CODE IS FREE OF DEFECTS, MERCHANTABLE, FIT FOR A PARTICULAR PURPOSE OR NON-INFRINGING. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE COVERED CODE IS WITH YOU. SHOULD ANY COVERED CODE PROVE DEFECTIVE IN ANY RESPECT,YOU (NOT THE INITIAL DEVELOPER OR ANY OTHER CONTRIBUTOR) ASSUME THE COST OF ANY NECESSARY SERVICING, REPAIR OR CORRECTION. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL PART OF THIS LICENSE. NO USE OF ANY COVERED CODE IS AUTHORIZED HEREUNDER EXCEPT UNDER THIS DISCLAIMER". The sourcecode of the above mentioned program is unmodified; downloadable unmodified sourcecode: Code Reference: http://code.google.com/p/dspack/downloads/detail?name=dspack2.3.4.zip&can=2&q= .-
FastMM	%%The following software is included in this product: FastMM ; Copyright Professional Software Development / Pierre le Riche; It is released under a dual license, and you may choose to use it under either the Mozilla Public License 1.1 or the GNU Lesser General Public License 2.1: Use of any of this software is governed by the terms of the license below: Mozilla Public License 1.1 (MPL 1.1); http://www.mozilla.org/MPL/MPL-1.1.html ; Please see section 7 of the license regarding the "DISCLAIMER OF WARRANTY. COVERED CODE IS PROVIDED UNDER THIS LICENSE ON AN "AS IS" BASIS, WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES THAT THE COVERED CODE IS FREE OF DEFECTS, MERCHANTABLE, FIT FOR A PARTICULAR PURPOSE OR NON-INFRINGING. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE COVERED CODE IS WITH YOU. SHOULD ANY COVERED CODE PROVE DEFECTIVE IN ANY RESPECT,YOU (NOT THE INITIAL DEVELOPER OR ANY OTHER CONTRIBUTOR) ASSUME THE COST OF ANY NECESSARY SERVICING, REPAIR OR CORRECTION. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL PART OF THIS LICENSE. NO USE OF ANY COVERED CODE IS AUTHORIZED HEREUNDER EXCEPT UNDER THIS DISCLAIMER". The sourcecode of the above mentioned program is unmodified; downloadable unmodified sourcecode: Code Reference: http://sourceforge.net/projects/fastmm/files/.- Use of any of this software is governed by the terms of the license below: GNU Lesser Public License 2.1 (LGPL 2.1); http://www.gnu.org/licenses/lgpl-2.1.html ; Code Reference: http://sourceforge.net/projects/fastmm/files/ .-

Indy Internet Direct	%%The following software is included in this product: Indy Internet Direct ; Portions of this software are Copyright (c) 1993 - 2003, Chad Z. Hower (Kudzu) and the Indy Pit Crew - http://www.IndyProject.org/; Use of any of this software is governed for the code of IdUFT8.pas by the terms of the license below: Mozilla Public License 1.1 (MPL 1.1); http://www.mozilla.org/MPL/MPL-1.1.html ; Please see section 7 of the license regarding the "DISCLAIMER OF WARRANTY. COVERED CODE IS PROVIDED UNDER THIS LICENSE ON AN "AS IS" BASIS, WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES THAT THE COVERED CODE IS FREE OF DEFECTS, MERCHANTABLE, FIT FOR A PARTICULAR PURPOSE OR NON-INFRINGING. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE COVERED CODE IS WITH YOU. SHOULD ANY COVERED CODE PROVE DEFECTIVE IN ANY RESPECT,YOU (NOT THE INITIAL DEVELOPER OR ANY OTHER CONTRIBUTOR) ASSUME THE COST OF ANY NECESSARY SERVICING, REPAIR OR CORRECTION. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL PART OF THIS LICENSE. NO USE OF ANY COVERED CODE IS AUTHORIZED HEREUNDER EXCEPT UNDER THIS DISCLAIMER". The sourcecode of the above mentioned program is unmodified; downloadable unmodified sourcecode: Code Reference: http://www.indyproject.org/downloads/10/indy10.0.52_source.zip .- Other Portions of this software are Copyright (c) 1993 - 2003, Chad Z. Hower (Kudzu) and the Indy Pit Crew - http://www.IndyProject.org/; Use of any of this software is governed by the terms of the license below: Indy BSD License; http://www.indyproject.org/License/BSD.EN.aspx ; Code Reference: http://www.indyproject.org/downloads/10/indy10.0.52_source.zip .-
International Components for Unicode (ICU)	%%The following software is included in this product: International Components for Unicode (ICU) ; Copyright (C) 2000-2010, International Business Machines, Copyright © 1991-2005 Unicode, Inc. All rights reserved; Use of any of this software is governed by the terms of the license below: ICU License; http://source.icu-project.org/repos/icu/icu/trunk/license.html ; Code Reference: http://download.icu-project.org/files/icu4c/4.6/icu4c-4_6-src.tgz .-
Internet Component Suite (ICS)	%%The following software is included in this product: Internet Component Suite (ICS) ; Copyright (C) 1997-2008 by François PIETTE; Use of any of this software is governed by the terms of the license below: ICS License; http://www.overbyte.be ; Code Reference: http://www.overbyte.be .-
JEDI Windows API	%%The following software is included in this product: JEDI Windows API ; Copyright © 1995-2001 Microsoft Corporation. All Rights Reserved, Copyright (C) 2004-2009 Alex Gorbatchev, Copyright (C) Christian Wimmer. All rights reserved, Copyright © Marcel van Brakel 1999-2001; It is released under a dual license, and you may choose to use it under either the Mozilla Public License 1.1 (MPL 1.1) or the GNU Lesser Public License 2.1 (LGPL 2.1);Use of any of this software is governed by the terms of the license below: Mozilla Public License 1.1 (MPL 1.1); http://www.mozilla.org/MPL/MPL-1.1.html ; Please see section 7 of the license regarding the "DISCLAIMER OF WARRANTY. COVERED CODE IS PROVIDED UNDER THIS LICENSE ON AN "AS IS" BASIS, WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES THAT THE COVERED CODE IS FREE OF DEFECTS, MERCHANTABLE, FIT FOR A PARTICULAR PURPOSE OR NON-INFRINGING. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE COVERED CODE IS WITH YOU. SHOULD ANY COVERED CODE PROVE DEFECTIVE IN ANY RESPECT,YOU (NOT THE INITIAL DEVELOPER OR ANY OTHER CONTRIBUTOR) ASSUME THE COST OF ANY NECESSARY SERVICING, REPAIR OR CORRECTION. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL PART OF THIS LICENSE. NO USE OF ANY COVERED CODE IS AUTHORIZED HEREUNDER EXCEPT UNDER THIS DISCLAIMER". The sourcecode of the above mentioned program is unmodified; downloadable unmodified sourcecode: Code Reference: http://sourceforge.net/projects/jedi-apilib/files/ .- Use of any of this software is governed by the terms of the license below: GNU Lesser Public License 2.1 (LGPL 2.1); http://www.gnu.org/licenses/lgpl-2.1.html ; Code Reference: http://sourceforge.net/projects/jedi-apilib/files/ .-

JSON Spirit	%%The following software is included in this product: JSON Spirit ; Copyright (c) 2007 - 2009 John W. Wilkinson; Use of any of this software is governed by the terms of the license below: MIT license; http://www.opensource.org/licenses/mit-license.php ; Code Reference: http://www.codeproject.com/KB/recipes/JSON_Spirit.aspx?display=Print .-
libcurl	%%The following software is included in this product: libcurl ; Copyright (c) 1996 - 2010, Daniel Stenberg, <daniel@haxx.se>; Use of any of this software is governed by the terms of the license below: The curl license; http://curl.haxx.se/docs/copyright.html ; Code Reference: http://curl.haxx.se/download/curl-7.21.2.tar.gz .-
log4cplus	%%The following software is included in this product: log4cplus ; Copyright (C) 1999-2009 Contributors to log4cplus project. All rights reserved.; It is released under a dual license, and you may choose to use it under either the Apache License Version 2.0 or Two clause BSD License / FreeBSD license; Use of any of this software is governed by the terms of the license below: Apache License Version 2.0; http://www.apache.org/licenses/LICENSE-2.0 ; Code Reference: http://sourceforge.net/projects/log4cplus/files/ .- Use of any of this software is governed by the terms of the license below: Two clause BSD License / FreeBSD license; http://www.freebsd.org/copyright/freebsd-license.html ; Code Reference: http://sourceforge.net/projects/log4cplus/files/ .-
MSAcm.pas	%%The following software is included in this product: MSAcm.pas ; Copyright (C) 1999 Francois Piette, Copyright (C) 1995-1999 Microsoft Corporation; Use of any of this software is governed by the terms of the license below: Mozilla Public License 1.1 (MPL 1.1); http://www.mozilla.org/MPL/MPL-1.1.html ; Code Reference: http://www.koders.com/delphi/fid730EDF4CF77F984CEF2186C195FF14488478C59B.aspx?s=thread .-
paszlib	%%The following software is included in this product: paszlib ; Copyright (C) 1998 by Jacques Nomssi Nzali; Use of any of this software is governed by the terms of the license below: paszlib license; ftp://ftp.riken.go.jp/pub/pc/simtelnet/msdos/turbopas/paszlb10.zip ; Code Reference: ftp://ftp.riken.go.jp/pub/pc/simtelnet/msdos/turbopas/paszlb10.zip .-
Speex Codec	%%The following software is included in this product: Speex Codec ; © 2002-2003, Jean-Marc Valin/Xiph.Org Foundation; Use of any of this software is governed by the terms of the license below: Revised BSD license; http://www.xiph.org/licenses/bsd/speex/ ; Code Reference: http://www.speex.org/downloads/ .-
SSLeay	%%The following software is included in this product: SSLeay ; Copyright (C) 1997 Eric Young (eay@cryptsoft.com), please notify that the SSL documentation included with this distribution is covered by the same copyright terms except that the holder is Tim Hudson (tjh@cryptsoft.com); Use of any of this software is governed by the terms of the license below: SSLeay license; http://h71000.www7.hp.com/doc/83final/ba554_90007/apcs02.html ; Code Reference: http://dl.packetstormsecurity.net/crypt/SSL/SSLeay/SSLeay-0.9.0b.tar.gz .-

superobject – A fast Delphi JSON parser	%%The following software is included in this product: superobject – A fast Delphi JSON parser ; Unit owner : Henri Gourvest <hgourvest@gmail.com>; It is released under a dual license, and you may choose to use it under either the Mozilla Public License 1.1 or the GNU Lesser General Public License 2.1: Use of any of this software is governed by the terms of the license below: Mozilla Public License 1.1 (MPL 1.1); http://www.mozilla.org/MPL/MPL-1.1.html ; Please see section 7 of the license regarding the "DISCLAIMER OF WARRANTY. COVERED CODE IS PROVIDED UNDER THIS LICENSE ON AN "AS IS" BASIS, WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES THAT THE COVERED CODE IS FREE OF DEFECTS, MERCHANTABLE, FIT FOR A PARTICULAR PURPOSE OR NON-INFRINGING. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE COVERED CODE IS WITH YOU. SHOULD ANY COVERED CODE PROVE DEFECTIVE IN ANY RESPECT,YOU (NOT THE INITIAL DEVELOPER OR ANY OTHER CONTRIBUTOR) ASSUME THE COST OF ANY NECESSARY SERVICING, REPAIR OR CORRECTION. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL PART OF THIS LICENSE. NO USE OF ANY COVERED CODE IS AUTHORIZED HEREUNDER EXCEPT UNDER THIS DISCLAIMER". The sourcecode of the above mentioned program is unmodified; downloadable unmodified sourcecode: Code Reference: http://code.google.com/p/superobject/source/checkout .- Use of any of this software is governed by the terms of the license below: GNU Lesser Public License 2.1 (LGPL 2.1); http://www.gnu.org/licenses/lgpl-2.1.html ; Code Reference: http://code.google.com/p/superobject/source/checkout .-
Theora Codec	%%The following software is included in this product: Theora Codec ; Copyright (C) 2002-2009 Xiph.org Foundation; Use of any of this software is governed by the terms of the license below: Theora license; http://www.theora.org/downloads/ ; Code Reference: http://www.theora.org/downloads/ .-
zlib	%%The following software is included in this product: zlib ; Copyright (C) 1995-2010 Jean-loup Gailly and Mark Adler; Use of any of this software is governed by the terms of the license below: zlib License; http://www.zlib.net/zlib_license.html ; Code Reference: http://zlib.net/zlib-1.2.5.tar.gz .-

You can download licenses and terms and conditions associated with these components from https://get.netviewer.com/thirdpartylicenses/Netviewer_thirdpartylicenses.zip

Copyrights and brands

Operating instructions, manuals, and software are copyright protected. Copying, reproduction, translation, or conversion to any type of electronic media or machine readable form in entirety or parts without previous written approval of Netviewer AG is not permitted. All additional rights to the software are defined in the license agreements and General Terms and Conditions.

The Netviewer logo is a registered trademark of Netviewer AG. Identical or similar usage of the logo in commercial transactions without approval of Netviewer can lead to cease-and-desist and damage compensation claims.

Rights to other brands and product names mentioned in this manual lie with their owners and are hereby acknowledged. Mentioning of products that do not come from Netviewer AG serves informational purposes only and does not constitute a promotion. Netviewer AG assumes no liability for the selection, performance, or usability of these products.

Exclusion of liability

Any claims against Netviewer AG related to hardware or software products mentioned in this manual are exclusively in accordance with the stipulations of the license agreements and General Terms and Conditions. Any additional claims are excluded; in particular, Netviewer AG assumes no liability for the correctness of the contents of this manual.

www.netviewer.com

June 2011

Version 1.0